



Financial Center

TOPA TALK

TOPA TALK - A Newsletter Published by
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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

Servco Insurance Services Corporation

Building Events

Easter Sunday

Sunday, April 12, 2009

Administrative Professionals Day

Wednesday, April 22, 2009

Mother's Day

Sunday, May 10, 2009

Memorial Day

Monday, May 25, 2009
(Building Closed)

Kamehameha Day

Thursday, June 11, 2009
(Building Open)

Independence Day

Friday, July 3, 2009
(Building Closed)

Labor Day

Monday, September 7, 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.

Advertising space is available to tenants.

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*.

Your comments and suggestions are appreciated. You will find the survey at <http://www.TopaFinancialCenter.com>.

Tech Etiquette

1. Does my friend have a right to get upset if I answer my phone in front of him?

Unless it's an important call you've been expecting, then yes. It's says your buddy rates second best.

2. I'm perfectly capable of talking on the phone while paying for fast food – what's the big deal?

No matter how important you are, no one wants to hear your conversation. Secondly, it's really rude.

3. Everyone has a cell phone now, so why do some restaurants, bars and stores care if I check my voicemail or make a quick call?

Yes we all have cell phones, but that doesn't mean we don't need a break from ours and yours. If you've ever been seated beside a loud-talker, you know that suddenly a simple conversation can become a really bad one-man Broadway show that you didn't buy tickets to but are forced to endure. Take it outside, or turn it off.

4. How do I deal with someone who frequently forwards chain e-mails to me?

Tell them that you read your email at work or that you just don't have time to read extraneous emails.

5. How quickly do I have to reply to an e-mail?

It depends on who the sender is, and the situation. The assumption is that for most people, e-mail is received as quickly as an instant message (IM) and thus deserves a reasonably quick reply. If you don't have time to deal with it, quickly reply, "I got your e-mail but am slammed right now but will get back to you." That buys you time. If it's personal, then you have a little longer.

6. What is my responsibility when it comes to getting work e-mails on the weekend?

It kind of depends on the job. You should have a formal discussion with your boss and/or HR about their expectations with regards to availability. Hourly and contract workers should get paid for any work they do, whenever it occurs.

6. Why do I get nasty looks when I send a simple, quiet text while I'm at the movies?

Movie goers hope to become engrossed in the story they're watching. Just popping your phone for an

instant is like shining a flashlight in the eyes of everyone beside and behind you and interrupts their good time. Step out of the theater to tend to your business if it can't wait.

7. Why should I bother using CC?

Group e-mails when I can just put everyone in the To:?

E-mail was partly devised to mimic the old paper trails of office protocols of yesteryear. If you want to communicate directly with just one person, send that person an e-mail and CC (carbon copy) anyone else that you think should be notified, but that you don't necessarily expect to reply. Use BCC (blind carbon copy) if you're doing a mass mailing to a number of recipients.

8. When is BCC (blind carbon copy) useful?

We should protect our friends email addresses like we protect their addresses, phone numbers or other identifying information. Sending emails via BCC can protect your friends from potential spammers.

9. How do I get someone to not reply to every little e-mail I send them?

Add "NNTR" (No need to reply) at the end of your e-mail or at the beginning of your subject header.

10. Is it ever okay to use emoticons in business e-mail?

To your company's CEO's, probably not. To a direct associate or business contact, maybe. If you feel the need to use an emoticon, you should probably ask yourself why. Maybe you should have a face-to-face conversation instead. Or spend more time writing the email well. It's always a good idea to draft your emails, set them aside and do a final review hours later before sending. Drafting requires more planning, but the fresh perspective that it provides can capture the missing information and picks up on language that is confrontational or defensive.

Writings of Interest

Audrey Hepburn's Beauty Tips - by Sam Levenson
<http://www.wowzone.com/audrey.htm>

Laws Concerning Food and Drink by Ian Frazier
<http://math.cofc.edu/kunkle/lamentations.html>

Administrative Professionals Week

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars and individual corporate activities recognizing support staff.

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

This year Administrative Professionals Week is **April 19-25** with Administrative Professionals Day on Wednesday, **April 22**.

Centralized Mailboxes

Secured centralized mail receptacles are located in the mailroom of each lobby. The mail rooms are open 24/7 for mail pickup. Any large parcels or items requiring signature will be brought to your office.

To ensure accurate and timely delivery of your mail, always include your suite number on all correspondence.

If you lose your keys or need replacement keys, you will need to contact the Downtown Post Office at 582-1987. The fee is currently \$50.00 (03/09).

Older Workers In Good Health

As a society we may think the younger you are the healthier you are. A new study by ComPsych gauging workplace health disproves that. The study discovered that more than half the workers in their 60s have healthy diets compared to 17.7% of worker in their 30s. Older workers are also exercising more than their younger co-workers, they have a better outlook on life, stronger social support, and lower stress levels.

"Our survey showed employees in their 30s were remarkably inactive," said Dr. Richard A. Chaifetz, Chairman and CEO of ComPsych. "This may be due, in part, to the fact that 30-somethings are more likely to be consumed in raising a family and aren't allocating the time for exercise."

Even though workers in their 30s may be at peak productivity they are also at the greatest risk for neglecting their health and developing long-term health problems due to poor lifestyle choices.

Key finding of the study:

- 52.2% of employees in their 60s had healthy diets, compared to 17.7% of workers in their 30s.
- 27.3% of employees in their 50s exercised more than four days a week, while 19.6% of 30-something workers did so.
- 82.6% of workers in their 60s had a very positive outlook on life, compared to 46% of employees in their 30s.
- 30.4% of employees in their 60s had high stress levels, while 64.7% of 30-somethings had high stress

www.compsych.com

Grammar Usage

English has more words than any other language. One reason for the high number of words is because English adopts words from other languages. With all the words available in the English language, how do you avoid making spelling errors? Our advice is to use an on-line dictionary.

In addition to using borrowing words from other languages or making up new words, the English language

uses the same words as nouns or verbs or other parts of speech. Some words are spelled the same but have different meanings. The following sentences illustrate these peculiarities in English: We must *polish* the *Polish* furniture. The bandage was *wound* around the *wound*. Since there is no time like the *present*, he thought it was time to *present* the *present*.

Take the following quiz to see if you are spelling the following words correctly:

- | | |
|--------------------------------------|-------------------------------|
| 1. a. database
b. data base | 5. a. CD-Rom
b. CD-ROM |
| 2. a. desk top
b. desktop | 6. a. internet
b. Internet |
| 3. a. workplace
b. work place | 7. a. e-mail
b. email |
| 4. a. workstation
b. work station | 8. a. Web site
b. website |

Answers Reasons

1. a All of these words are
2. b one word. None of the major
3. a online dictionaries show
4. a these words as two words.
5. b Capitalize because the initials CD-ROM are abbreviations for *compact disc read-only memory*.
6. b Capitalize because *Internet* is a proper noun.
7. a Include the hyphen because e-mail is an abbreviated form of the words electronic mail. The hyphenated spelling is the first choice of major dictionaries.
8. a Capitalize *Web* because it is an abbreviation of the proper noun World Wide Web.

Quotes

There are no wrong turns... only plans you didn't know you had. - *Anonymous*

He who dies with the most toys is, nonetheless, still dead." - *Anonymous*

Organizing Tips

- Organize one area of your house at a time.
- Don't overpack closets and drawers
- Think about your possessions. Do you use all of those clothes, toys, kitchen bowls and utensils? Will you use it over the next year? Will it be out of style or not meet your needs when you need it again. If the answer is yes, pass it on to someone who can use it now.
- Remember, less stuff means less to clean, less to manage and less to think about.
- Clean with a trash bag and recycle bag nearby.
- Instead of putting a bunch of energy into the best filing system put that energy into going paperless. Scan documents. Get your bills online. Pay bills with credit card or bank. Stop printing.

Building Management

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