



# Financial Center

# TOPA TALK

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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	627-5499
HonBlue	531-2121
CaraMia	354-0354
Carrot Patch	531-4037
Charles Schwab & Co.	534-9700
First American Title	447-4017
For the Love of Coffee	266-0759
KD Jewelry	545-7841
Komala Curry House	454-7181
Rice & Rolls	927-0121
Scottrade, Inc.	521-8573
Styling Crew	533-7800
Subway Sandwich	545-3945

## BUILDING EVENTS

### Father's Day

Sunday, June 20, 2010

### Summer Begins

Monday, June 21, 2010

### Independence Day

Sunday, July 4, 2010

### Independence Day (Observance)

Monday, July 5, 2010 (Building Closed)

### Labor Day

Monday, September 6, 2010 (Building Closed)



## Topa Management Company Receives "Green" Business Award

The Hawaii Department of Business Economic Development and Tourism, the Hawaii Department of Health, and the Chamber of Commerce of Hawaii recognized Topa Management Company for their part in protecting Hawaii's pristine 'aina and demonstrating environmental responsibility by committing to conserving water, energy, and other resources.

In a commendation ceremony held at the Office of the Governor on April 27, 2010, Lt. Gov. James R. "Duke" Aiona extended a warm mahalo to Topa Management Company for taking the initiative to employ responsible conservation measures and for contributing to a cleaner, better environment for Hawaii. Enacting green practices is both the right and profitable thing to do. Tenants will soon be asked to help make Topa Financial Center a "Green" building.

## Tenant Survey

Topa Management Company at Topa Financial Center strives to provide you with an exceptional leasing and tenant experience. We hope you will take a minute to complete the Tenant Satisfaction Survey at <http://www.TopaFC.com> and thank you in advance for your comments and feedback.

## Tech Etiquette

**Question** Does my friend have a right to get upset if I answer my phone in front of them?

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

**Question** I'm perfectly capable of talking on the phone while paying for fast food - what's the big deal?

First off, no matter how important you are, no one wants to hear your conversation. Take it outside or call the caller back. Secondly, the counter person actually wants to help you - let them. Let them take your order, properly fill your order and then move on to their next customer.

**Question** 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?

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 for which you didn't buy tickets and are forced to endure. People tend to talk louder on the phone than they normally would which is grating to anyone in earshot. Take it outside, or turn it off.

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

When a movie viewer is disturbed from their expensive movie going experience - one that they hoped to enter suspension of disbelief if the movie did its job, the viewers experience can actually be ruined. Your phone is a shining flashlight to the eyes of everyone beside and behind you. Cut it out.

**Question** 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 one 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. If your email goes to 50 people or more, use BCC (blind carbon copy).

**Question** Is using BCC in e-mails considered sneaky?

It depends on how it's used. If you're sending out party invites (or anything where it doesn't really matter that recipients see who else is invited), then by all means BCC everyone. Or better yet, use an e-vite. If

you're dealing with sensitive issues, then perhaps, it's sneaky or concealed. But we do it all the time and often times for well meaning reasons.

**Question** How do I deal with someone who forwards chain e-mails to me?

In our fantasy world, harshly, and with a hammer, if available. In reality, it's a dicier proposition.

You can take the sneaky road, and just tell your e-mail app to junk anything that comes from that person (or use filters that junks anything from them with a "Fw:" in the subject line) and let it go, or you can risk a confrontation.

Tell them in person, if possible, that you appreciate their thoughts, but get a tremendous amount of e-mail every day. As a result, you rarely get to read their undoubtedly hilarious/informative missive, and so should be removed from their mailing list.

**Question** How quickly do I have to reply to an e-mail?

It depends on who the sender is, what the situation is, and the understanding that you have between you and your recipients. The assumption is that for most people, e-mail is received as quickly as an instant message (IM) or text might be, 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", which will buy you time. If it's something personal, you have a little longer. If those in your contact list understand that you only check email at specific times or days then you can command even more time.

**Question** 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 Human Resources Dept. about their expectations with regards to availability. Hourly and contract workers should get paid for any work they do, whenever it occurs.

**Question** How do I get someone to NOT reply to every e-mail I send them?

Tack "NNTR" (No Need To Reply) to the end of your e-mail.

**Question** What's with people who use ellipses ... throughout ... their e-mails?

Either they can't complete a thought, or they're under

the mistaken impression that it's a legitimate use of punctuation. Ellipses signify a break in a quotation, or perhaps a trailing thought for dramatic or comedic impact. Using them after, or in the middle, of a bunch of sentences is bewildering to read.

**Question** 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. Because e-mail is especially vulnerable to being misinterpreted, the occasional smiley face or exclamation point could be used to soften or clarify a statement that may seem overly forceful or direct.

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### Seven Habits of Highly Effective Snackers

Studies have found that we snack more when we're under pressure, so it's no surprise that we often find ourselves staring at a vending machine late in the day while trying to finish up our daily work. Eating the right snacks and identifying the difference between hunger and dehydration can help keep you energized during your workday according to RealSimple.com's "7 Habits of Highly Successful Snackers."

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### Father's Day

Father's Day is an occasion to mark and celebrate the contribution that your father has made to your life. Many people send a card, make a phone call, host a party or give a thoughtful gift to their Father figures. Father figures can include fathers, step-fathers, father-in-laws, grandfathers, great-grandfathers and special male persons contributing to the growth of children.

A woman named Sonora Smart Dodd was an influential figure in the establishment of Father's Day celebrations. Her father raised six children by himself after the death of their mother which was uncommon at that time, as many widowers placed their children in the care of others or quickly married again. Sonora felt that her father deserved recognition for what he

had done. The first Father's Day was held in June of 1910. Father's Day was officially recognized as a holiday in 1972 by President Richard Nixon.

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### Quotes

Certainly, travel is more than the seeing of sights; it is a change that goes on, deep and permanent, in the ideas of living. - **Miriam Beard**

Age does not protect you from love. But love, to some extent, protects you from age. - **Anais Nin**

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### Building Management

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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