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Outrigger Hotels and Resorts Appoints New Property Leadership



Ilaine Carvalho

HONOLULU – Outrigger Hotels and Resorts has named **Ilaine Carvalho** general manager of the Outrigger-managed Wyndham Kona Hawaiian Resort and **Roland Kam** assistant general manager of the OHANA Waikiki East by Outrigger®.

Carvalho supports and assists in achieving departmental goals, ensures expectations are met for owners and guests and strives to exceed in the areas of quality assurance, operational compliance and loss prevention. In addition to supporting all financial aspects of the resort, Carvalho will continue Outrigger’s strong relationship with the board of directors and to identify improvements and best practices.

Previously, Carvalho was the assistant general manager at the resort, as well as an operations administrator. At the Outrigger-managed Outrigger Kanaloa at Kona, Carvalho was operations administrator as well as executive housekeeper. She holds a bachelor’s in business management from Brigham Young University in Laie on Oahu.



Roland Kam

As assistant general manager at the OHANA Waikiki East by Outrigger®, **Kam** assists in overseeing all operating departments and setting measurable action plans for each, ensuring guest satisfaction and implementing guest programming acknowledging Hawaii as the property’s host culture, all with an eye to the bottom line.

Kam was hospitality service manager for the Anaha residence. Prior he was senior housekeeping manager, guest service manager and guest service agent/front desk supervisor/night clerk at The Royal Hawaiian, A Luxury Collection Resort, after successfully completing their associate development program. Kam also has food and beverage experience from The Royal Hawaiian and Hyatt Regency Osaka.

Kam holds a bachelor’s from the University of Hawaii at Manoa’s Travel Industry Management (TIM) program.

ABOUT OUTRIGGER HOTELS AND RESORTS

For more than 70 years, Outrigger Hotels and Resorts has charted a journey of discovery – expanding from Hawaii to premier resort destinations in Fiji, Thailand, Guam, Mauritius and the Maldives. The privately held hospitality company currently operates and/or has in development 38 properties and over 7,000 rooms – inviting guests to ‘Escape Ordinary’ with authentic Signature Experiences and the [Outrigger DISCOVERY loyalty program](#). Outrigger’s multi-branded portfolio includes Outrigger® Resorts, OHANA Hotels by Outrigger® and Hawaii Vacation Condos by Outrigger® while also managing select properties from top international hotel brands including Embassy Suites®, Best Western®, Wyndham Destinations and Hilton Grand Vacations™. Find out more at [Outrigger.com](#) or visit @OutriggerResorts on [Facebook](#), [Instagram](#) and [Twitter](#)

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