

"Cliff said, 'Roy is a big customer, a big depositor. Sometimes he can be a little difficult so I want you to make sure you get off on the right foot.'

"I said I would do that.

"The first week on the job I called Mr. Kelley's office. I expected to have the phone answered by his secretary. Who answers the phone but Mr. Kelley which, at the time, scared me to death. I introduced myself as the new manager of our Waikiki branch and asked if I could come down and spend a few moments with him so I could introduce myself in person.

"He said, 'Sure. Come on down.'

"I asked him, 'Mr. Kelley, where is your office?'

"He said, 'Right here at the Reef Hotel.'

"I asked if there was a room number and he told me just to come to the front desk.

"As I walked down Lewers Road to the Reef Hotel I was nervous as hell. I could still hear the words of Cliff Terry warning me to 'get off on the right foot.' This was a very important meeting for me.

"I walked up to the front desk expecting to be directed to a big office where I would find Roy Kelley sitting

behind a big desk in a huge leather chair.

"And, lo and behold, who do I see sitting to the side of the front desk but Mr. Kelley. He is sitting at a little metal desk in a chair with worn-out arms.

"He looks up with a big smile and asked me to sit down. So I walk through a little swinging door which was to the side of the front desk and sit down beside this small metal desk. It is covered with tons of paper strewn all over the place. He had lamp shades and paint cans and fabric samples scattered around the floor.

"We are talking, going through those little things that you go through when you are meeting officially with somebody for the first time.

"But I could tell that his mind was somewhere else. His good eye was on the front desk and he was listening to the conversation that was going on between his front desk manager and a guest, or rather, a prospective guest.

"I wasn't listening to that conversation but I could tell he was, and was preoccupied with what was going on over there.

"Suddenly he says, 'Excuse me, Larry, I need to do something.'

"He jumps up and goes through the

swinging door and chases after this young fellow down the lobby who had been at the front desk and he brings him back.

"At that point I turned around to see what was going on.

"What had happened was that this young military fellow on R&R asked for a room and Tony Delpiano had advised this young fellow that he was sorry but the hotel didn't have any rooms left.

"So Roy Kelley brings the fellow back to the front desk and says, 'Tony, we do have a room. Young man, there is a room on the second floor by the pool. The rooms we have there are in the process of being renovated. Now this room doesn't have any rugs on the floor and it doesn't have any drapes but you just want some place to sleep, don't you? You are not after a luxurious room, are you?'

"The young man says, 'No, I just want some place to crash.'

"Roy then says, 'Well, we normally get \$24 for this room but we'll give you a rate of \$12.50.'

"Well, the young man was delighted and he registered and went off happily to his \$12.50 room.

"Roy then turns to Tony and says,

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