

Customer Service



Standard Operating Procedure

September 30, 1999

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SECTION I – INTRODUCTION

A. Authority

The Guam Economic Development Authority (GEDA) herein after referred to as “the Authority” is a public corporation created under the provisions of Title 12, Guam Code Annotated. The Board of Directors officially adopted this standard operating procedure on September 30, 1999.

B. Purpose

The purpose of this policy is to establish a structure to ensure the needs of all customers of the Authority are addressed.

C. Objective

The objective of this policy and its procedures is to provide a comprehensive overview of the Authority’s mission towards customer service and to establish a standard for quality service. The quality of service a customer receives is a genuine reflection of the Authority and the effort of its employees to uphold its mission, vision and values. This policy is inclusive of all customers of the Authority, both external and internal.

D. Applicability

These standard operating procedures for the Authority’s Customer Service shall apply to all employees. The term “employee” shall mean any person working within the confines where the Guam Economic Development Authority operates and provides services in accordance with Title 12, Guam Code Annotated, as amended.

This policy may require periodic modification to meet the changing needs and conditions of the Authority. An employee of the Authority may make recommendations for amending or revising this policy. Proposed changes shall be submitted in writing to the Administrator for review and recommendation. The Administrator shall then submit the proposed change/s with recommendation to the Board of Directors for adoption.

E. Executive Line of Succession

This executive line of succession is to illustrate the proper protocol channel for this SOP. Pursuant to the Authority's enabling statute, the Administrator is "directly responsible to the Board for the day-to-day operation of the Corporation and shall administer its programs and policies." By protocol, the next appointed ranking official subsequent to the Administrator is the Deputy Administrator. During the absence of the Administrator, the Deputy Administrator assumes duties and responsibilities as the "Acting Administrator." In the absence of both the Administrator and Deputy Administrator, the Board shall designate an "Acting Administrator." In incidents

required for an employee or customer, the employee seeking the clarification for himself/herself or interests of the customer shall consult the situation with his/her respective Manager for disposition. In instances, where the respective Manager is likewise unavailable, the employee shall consult the situation with any other Manager within the Authority.

SECTION II - GENERAL PROCEDURES

A. Reception Desk

The reception desk shall serve as the primary point of contact in addressing and referring customer inquiries. An immediate response to a customer's inquiry is essential to the operations of the Authority. The functions and responsibilities of the reception desk for effective and efficient customer service shall be as follows:

1. Functions

- a) Receiving of customers during regular hours of operation
- b) Serving as initial point of contact for incoming telephone inquiries
- c) Be apprised of divisional meetings, events, and agency calendar activities
- d) Be apprised of general information about the Authority and its services to address the needs of customers on day to day routine administrative activities
- e) Serve as primary point of contact for undirected customer inquiries
- f) Serve as initial point of contact for all correspondence and/or mail
- g) Staff reception desk during regular hours of operation
- h) Be apprised of customer flow through main entrance during regular hours of operation
- i) Be apprised of the Authority's current organizational structure and its operational procedures
- j) Designate alternate means for customer inquiries beyond regular hours of operation

2. Responsibilities

- a) Provide staffing for reception during regular hours of operation 8:00 a.m. to 5:00 p.m. Monday through Friday, with the exception of holidays
- b) Answer incoming telephone calls, determine the nature of inquiry and transfer caller to appropriate division
- c) Monitor and maintain the Authority's calendar of events through divisional input
- d) Provide customer service in accordance with established policies, practices and procedures
- e) Assess customer inquiries and direct to the appropriate division for assistance
- f) Receive, record and route correspondence and/or mail as directed
- g) Identify and schedule employees to continuously staff the reception desk
- h) Open and close main entrance to the Authority, establish and maintain external customer logs; and monitor customer flow within the Authority.
- i) Keep apprised of the Authority's updated organizational structure, its procedural changes, and operational issues relative to the overall function of GEDA

- j) Retrieve and disseminate customer inquiries received after regular hours of operation

3. Staffing

a) Appointing and Scheduling

The division within the Authority whose primary responsibility is to oversee the daily operations and administrative function of GEDA will be tasked with appointing a full-time employee whose primary function will be to represent the Authority at the reception desk. The division will also be responsible for designating an alternate representative from within itself.

Should the need for additional representatives arise, the individual tasked with managing the reception desk may utilize administrative resources from other divisions of the Authority by coordinating with the respective manager. Such usage will be on a rotation basis, allotting equal staffing time amongst all divisions to ensure both the needs of the reception desk as well as the respective divisions are addressed.

b) Divisional Staffing

Divisions within the Authority will be responsible for providing at minimum one employee during regular hours of operation; who will be available to receive customer visits and telephone inquiries. Only in extreme cases when an entire division may be off site or at a meeting, then supervisor/manager of that division will be responsible for ensuring customer services are addressed. The manager/supervisor will ensure all divisional telephones are forwarded to the division's alternate means of answering service or to another division with whom the manager/supervisor has made previous arrangements. It will also be the manager/supervisor's responsibility to assure that the reception desk has been notified of these arrangements.

B. Customer Inquiries

These Standard Operating Procedures are standards for which the Authority provides quality customer service. Herein after the term customer will refer to both its internal customers (those who are within the confines of the Authority's operations) and its external customers (those who are serviced by the internal customers) unless otherwise specifically referred to as internal or external.

1. External

The Authority will uphold its mission in providing customers with quality as a standard for delivering efficient and effective results to the public through its services. The Authority will reflect professionalism to the highest degree of reliability, integrity and respect in servicing its external customers.

a) General

All customers of the Authority will be serviced with an immediate response to their inquiry. The reception desk will identify the appropriate division to address the inquiry and notify accordingly. An employee of that division will then reply to the request. Once a customer has been serviced, an employee of the Authority will provide the customer with sufficient information that would allow for adequate follow up.

b) Visitors

All customers visiting the Authority will be greeted at the reception desk, where they will sign-in and inform the Authority of their request. Such information will be directed to the appropriate division for response. The responding division will then greet the customer.

1. Customers with an appointment will be greeted immediately, instructed to sign in on the visitor log and seated. The reception desk will immediately contact the employee with whom the appointment is scheduled. An administrative representative of the appropriate division will greet and escort the customer to that division or available conference room. If a customer is left waiting for a period longer than ten minutes, the receptionist will immediately contact the respective supervisor/manager.
2. Customers without an appointment will be greeted immediately, instructed to sign in on the visitor logbook and seated. The reception desk will identify the needs of the customer and contact the appropriate division whose administrative representative will provide the necessary customer service. Should the division be unavailable, the reception desk will identify alternative means, usually at the executive administrative level. Only when all resources have been exhausted, the reception desk should advise the customer to leave their name, contact number and a brief description of their request. The reception desk will forward the message accordingly.

2. Internal

Internal customers are employees of the Authority who provide assistance or service for other employees within the organization.

a) Onsite

Provide means for quality service to internal customer, through adherence of the standards set forth in these procedures. Recognizing that needs of employees of the Authority must be addressed by assessing the urgency and coordinating the accommodations to requests in a timely and efficient manner.

b) Offsite

In providing services to offsite customers, it is imperative that the onsite employee receiving the request obtains concise information. The employee will assess the needs of the offsite customer, assess the urgency and coordinate with availability of resources to accommodate the request. Establish mutual timeline that will uphold the quality of services. If servicing is of extreme urgency or priority, the division manager should be notified to provide an immediate resolution.

3. Executive

The term Executive will herein refer to customer service directly affiliated with the Administrator and the Deputy Administrator of the Authority. Executive servicing of customers will be coordinated with the highest degree of professionalism and quality.

a) Points of Contact

The Administrator's primary point of contact shall be the executive assistant. In the absence of an executive assistant, the Administrator shall designate an alternate. The Deputy Administrator's primary point of contact shall be its administrative representative as appointed. The Deputy Administrator shall designate an alternate.

The secondary point of contact shall be subject driven. Upon assessing the nature of the inquiry, the customer shall then be directed to the appropriate division.

b) Routing of Customers

When receiving a customer inquiry for the Administrator or Deputy Administrator, an employee must identify the customer, their request and confirm if an appointment has been scheduled. If the customer confirms an appointment, then the reception desk will notify the Executive administrative representative who will greet and direct the customer

accordingly. Should the customer not have an appointment, the reception desk will assess the customer's request and identifying the appropriate division to provide servicing. If servicing can not be handled at a divisional level, the customer may be referred to the appropriate Executive administrative representative who will escort the customer as requested.

The appropriate division will be notified of the directing of the customer's request.

C. Telephone Inquiries

All telephone inquires of the Authority will be serviced immediately by identifying the customer and their request, then transferring the customer to the appropriate division for assistance. Once a customer has been serviced, an employee of the Authority will provide the customer with sufficient information that would allow for adequate follow up. Urgent requests for the Authority should be given priority.

It is the responsibility of every employee of the Authority to ensure all telephone inquires are promptly received and efficiently responded to during regular hours of operation. It is the division manager and supervisor who will be responsible for assuring that their employees receive telephone inquiries for their respective divisions.

1. Incoming

All incoming telephone inquires should be centralized at the reception desk, employees of the Authority should consistently disseminate the Authority's main telephone line (671) 647-GEDA (4332).

a) Greeting

It is the responsibility of all employees of the Authority to answer any telephone with an incoming call. Calls should be answered on the first ring, no telephone should ring more than three (3) times before being answered. When answering a call at the reception desk or with in a divisional reception, the standard greeting is "Hafa Adai, GEDA. This is _____. How may I help you?" Prior to transferring the call, the employee shall identify the name of the caller by saying "May I tell him/her who is calling, please?"

b) Receiving

Once a call is received, the employee identifies the person or division to whom the customer should be transferred to and proceeds with the transfer. Should a customer not specifically ask for a person or division

then the employee answering the call should assess the needs of the caller and advise the customer of the division who the call will be transferred to.

c) Disseminating

When transferring a call, the employee making the transfer should ensure the person or division requested receives the call. If the requested person or division is unavailable, then the call should be transferred to the administrative representative. Employees within a division should answer incoming calls. If there is no answer the customer would be given the option to leave a message. Should there be an extremely urgent request or if the call is of an emergency the division manager should address the customer request or be advised accordingly.

d) Overseas Calls

Long distance calls should be responded to immediately. If the person or division requested is unavailable, the customer should be notified and given the option to be either transferred another person or division who may be of assistance or to leave a message.

e) Messages

When a telephone inquiry is not responded to by the person or division who can appropriately provide assistance and all other resource have been exhausted, then the customer is given the option to leave a message. The following are options for which a customer may choose to leave a message:

- 1) Automated office messaging system messages will be disseminated to the appropriate person or division through the Authority automated system. Such messages will include the name of the customer, a contact number, a description of the inquiry and a brief message (at the discretion of the customer).

Pre-recorded, division assigned, messaging system provided through the Authority's inter-office telephone system. The division manager shall designate through the administrative representative a messaging system that allows for a no answer transfer of telephone inquiries from within a division. Should an incoming call not be answered after three (3) rings, the call will automatically be transferred to the messaging system. Any employee responding to and transferring a customer telephone inquiry will ask the customer if leaving a message via this system is preferred prior to releasing a call. It will be the responsibility of the administrative representative to promptly retrieve and disseminate recorded messages.

2. Outgoing.

An outgoing telephone call is any call placed by an employee representing the Authority. It also refers to a response to customer inquiries and requests.

a) Contact Number

When communicating the Authority telephone number an employee should provide the customer with the main telephone line (671) 647-GEDA (4332). Use of the main line assures customer calls are received and responded to by the reception desk. Should an employee disseminate their direct line it is the sole responsibility of that employee to assure the customer's telephone call is answered and responded to.

b) Return Calls

Once an employee of the Authority receives a telephone message from any customer it is imperative that the employee respond promptly to the customer's request. Employees receiving messages will be held responsible to the Authority for assuring all customer telephone inquiries receive professional customer service.

D. Meetings

Any employee of the Authority may at their discretion conduct or host a meeting to provide customer service. When conducting a meeting within the confines of the Authority or at an off-site location, the hosting division or employee shall be responsible for notification, staffing, set up, designation of area, and servicing the customer in attendance.

1. General Area

Onsite meeting areas within the Authority are the GEDA Library, the General Conference Room, the Board Conference Room, the Executive offices, the Managers/Supervisors offices and the divisional reception. Employees shall service customers in any of the designated areas or at their desk. Offsite meeting areas are the recommendation of the employee at a site which may require approval by Executive authority, such meeting may be coordinated through the divisional administrative representative as directed by their manager/supervisor. Once a meeting has been confirmed the divisional administrative representative will then be responsible to proper notification. It will be the responsibility of the employee or division coordinating such meeting to identify and obtain specific resources needed.

An employee or division utilizing a designated general area for any meeting is responsible for the identifying, retrieving, and returning of resources; the set up of the room and resources, as well as ensuring the area is cleaned and reset after each use.

2. Scheduling

The divisional administrative representative shall be responsible for scheduling of meetings. Scheduling of meetings not within the confines of the division but within the confines of the Authority should be coordinated and confirmed with the custodian of the Authority's facilities. Scheduling of meeting offsite is the responsibility of the manager/supervisor.

3. Staffing

When a division or an employee is conducting, participating or hosting a meeting it is their responsibility of ensure continued customer service. If at any time an employee or division is unable to provide continuous customer service, the manager or supervisor must obtain Executive approval; when possible identify alternate resources that have the ability to respond to customers and inform the reception desk accordingly. An employee or division should forward its direct telephone inquires to a Pre-recorded. division assigned, messaging system provided through the Authority's inter-office telephone system. The forwarding of divisional direct telephone lines to the reception desk must be pre-approved at the discretion of the managers or supervisor involved.

4. Notification of Meetings and Events

Any employee or division of the Authority shall be responsible for notifying the reception desk of scheduled on site or off-site meeting. Such notification to the reception desk will facilitate the directing and servicing of customers who will be in attendance. All notifications should include the date, time, place, subject and identification of who will be in attendance. Notification of an event does not confirm the meeting, confirmation is only when the meeting is scheduled. An employee or divisional administrative representative shall keep apprised of meeting and events of the Authority and shall post notification to other employees via an automated calendaring system (as designated) accessible to internal customer of the Authority.

5. Directing Customers

Customers with scheduled meetings will be service by the respective administrative representative, who will direct customer to the appropriate meeting area. When notified, the reception desk may direct customers attending a scheduled meeting to the appropriate meeting area. An employee or division

must however ensure that the meeting area is completely setup prior to notifying the reception desk of directing customers.

When a group of four (4) or more customers requests service without a scheduled meeting, the reception desk will escort the group to an available meeting area, then advise the appropriate employee or administrative representative of the location to meet the customer. Any unscheduled meetings will be serviced by the same procedures used for scheduled meetings.

E. Customer Concerns and Complaints

A concern or complaint whether written or oral, is an expression of dissatisfaction by a customer regarding a general problem with quality, professionalism, reliability, effectiveness, or performance of services from the Authority.

All customer concerns and complaints regarding the performance, safety, reliability or quality of service provided by the Authority will be subject to Executive review. The manager and or supervisor of the divisions involved will promptly assess and respond to the concern or complaint.

1. Receiving

All employees are responsible for formally receiving and processing customer concerns and complaints in regards to the services provided by the Authority. Upon receipt of a concern or complaint, the employee will request the appropriate information including date, customer name, and a brief description of the problem or reason for the concern/complaint. When receiving a customer concern/complaint, the inquiry should be assessed and directed to the division's manager/supervisor who provided the customer its service and who can most effectively provide resolution.

2. Responding

Responding to customer concerns promptly preserves the integrity of the Authority. Responses must be genuine and include immediate resolution to a concern or complaint. When responding to a concern or complaint, an employee should obtain the pertinent information on services provided to the customer. The employee and customer should discuss the problem and what is or is not being done to meet their request. If the concern is minor, discuss with the customer through how they recommend correction, assure the customer the problem will be corrected.

3. Directing

In the event a concern or complaint is not resolved by an employee, supervisor or manager; or if the complaint is other than a general problem as previously described, the Administrator must be immediately notified.

4. Resolution

An employee may respond directly to the customer, provide there is an immediate resolution. If the employee is unable to promptly resolve the concern or complaint, the supervisor/manager will be advised to provide an immediate resolution.

Once an employee receives a concern or complaint, the following should be documented: who received the initial concern/complaint, date, time, all information obtained from customer, the resolution and how it was completed. The division manager who is responsible for the reception desk will be the caretaker of documented concerns/complaints. Such documented concerns/complaints will be periodically, but at minimum once a month, reviewed by the caretaker for any similar in nature or recurring problems, concerns/complaints. If three or more are detected, the Administrator will be notified in writing recommending appropriate investigation and corrective action.

**MINUTES OF THE
RECONVENED MEETING OF THE SEPTEMBER 24, 1999 MEETING
OF THE BOARD OF DIRECTORS OF THE
GUAM ECONOMIC DEVELOPMENT AUTHORITY
September 30, 1999**

Call to order

§1. A reconvened meeting of the September 24, 1999 meeting of the board of directors of the Guam Economic Development Authority ("GEDA") was held on Thursday, September 30, 1999, at 1:00 p.m. at GEDA's hearing room, fifth floor, *GITC* Building, Tamuning, Guam. A quorum being present, the chairman, Chris Murphy, reconvened the meeting.

Attendance and quorum

§2. As determined by the roll call, the following directors were present:

Directors

Chris Murphy,
Frances U. Taitano,
Donnell Richardson,
Fong Sheng Wu,
Ruby Su E. Huang,
Ronald M. Young,
Edward G. Untalan,

Offices or positions:

Chairman,
Secretary,

Administrator.

Director absent and excused:

None.

Also present were:

GEDA officials:

Andrew M. Gayle, Esq.,
Bernard Punzalan,

Greg Cruz,
Leigh Lujan,
Lisa Taitano,
Claire Cruz,
Rita Nauta,
Christina Garcia,
Melissa Sablan

GEDA counsel,
Administration and operations
manager,
Controller,
Industry development manager,
Public finance officer,
Programs and compliance officer,
Media and promotions officer,
Industry development specialist,
Industry development specialist,

Marvin Manibusan,
Aulii Taitano,
Pam Tudela,

Special projects coordinator,
Management analyst,
Recording secretary.

Others:

Victor Gaza,
Jean Hudson,
Lloyd Jojola,
Mr. Akashio,
Mr. Isoda,
Frederick Horecky, Esq.,
Rick Boice, C.P.A.,

Senator Lamorena's office,
KUAM,
Pacific Daily News,
Hotel Accion Guam
Hotel Accion Guam,
Legal counsel for *Hotel Accion Guam*,
Ernst & Young, CPAs for *Hotel*
Accion Guam,
Gayle & Teker.

Lisa Nalundasan,

VCA Sons & Daughters, Inc.

§3. Mr. Untalan, the administrator, reported that the loan to VCA Sons & Daughters, Inc. has been in default for a long period and that all of the guarantors of the loan, except Lawrence Aflague, have settled their obligations to GEDA. Mr. Untalan stated collection efforts of this judgment were conducted by GEDA's former counsel, but to no avail, noting that Mr. Aflague is presently self-employed as a "consultant" and any collection of funds from Mr. Aflague is very speculative, having already lost his home through a previous foreclosure, and there are no other assets. Mr. Untalan recommended that the judgment amount including accrued interest be charged off as uncollectible. After further discussion, on motion of director Taitano, seconded by director Young, without objection, the administrator was directed to charge off the loan to VCA Sons & Daughters, Inc.

RIK Trading Company

§4. Next, Mr. Untalan reported that Remedios and Freitas Kloulubak, doing business as RIK Trading Company have filed an application with the United States Bankruptcy Court requesting a discharge in Chapter 7 bankruptcy proceedings from the United States District Court. Mr. Untalan stated that the debtors were granted a discharge, noting that for the life of the loan the Kloulubaks had paid \$57,446.98, including the voluntary liquidation of assets valued at \$12,681.20. There is still an outstanding balance of \$67,453.54 and Mr. Untalan recommends that this balance be charged off. The chairman suggested that the GEDA staff research insurance possibilities to help to protect GEDA. After further discussion, on motion of director Young, seconded by director Wu, without objection, the administrator was directed to charge off the loan of RIK Trading Company.

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Standard operating procedures

§5. Bernard Punzalan, GEDA's administration and operations manager, then discussed proposed standard operating procedures for GEDA which would establish a structure to meet the needs of all customers of GEDA. Mr. Punzalan stated that the objective of these procedures is to provide a comprehensive overview of GEDA's mission towards customer service and to establish a standard for quality service, noting that the quality of service a customer receives is a genuine reflection on GEDA and the effort of its employees to uphold its mission, vision and values. Mr. Punzalan discussed the general procedures for the reception desk, customer inquiries, telephone inquiries, meetings and customer concerns, and customer complaint handling. Director Young asked if the front desk communication people can handle inquiries in languages other than English or Chamorro. Mr. Punalan responded that GEDA has several employees who speak other languages. Ms. Lujan noted that GEDA's advertisements and brochures are prepared in four languages. After further discussion, on motion of director Young, seconded by director Richardson, the following resolution was unanimously adopted:

Resolution No. 99-045

Relative to approving GEDA's standard operating procedures

WHEREAS, standard operating procedures, prepared by GEDA's staff, for handling all aspects of GEDA's customer services and relations have been presented to this board at the meeting, and the same have been examined and explained to the board; now therefore, be it

RESOLVED, that the standard operating procedures presented at this meeting for answering the needs, complaints and inquiries of GEDA's customers, be and the same are hereby approved, ratified and confirmed as of this date and ordered into immediate effect.

BRAC

§6. Michael Cruz, BRAC's project director, reported that any ship that is Guam based or homeported on Guam must be repaired in a U.S. shipyard, including Guam. Mr. Cruz stated that many of the ships that are based in Guam are actually Military Sealift Command ships, under the jurisdiction of the Secretary of the Navy, and therefore, GEDA's position is that those ships are required to be repaired on Guam. Mr. Cruz stated that the Military Sealift Command has awarded on a sole source basis the Guam Shipyard over twenty-five thousand man-days of work per year for the past two years. He reported that this year, beginning October 1st, the Navy has decided to reduce that workload because it has had some problems with the costs that the Guam Shipyard charges for its services. Mr. Cruz stated that the Navy compares the Guam Shipyard costs with foreign ship repair facilities, while it is

GEDA's position that the Navy should not do so because foreign shipyards are not required to follow U.S. labor and safety laws. Mr. Cruz reported that Title 10 of U.S. Code has a section which requires that the U.S. based ships be repaired in U.S. shipyards. Mr. Cruz reported that there are two reasons why the Navy has not followed this law: (i) The weak financial position of the Guam Shipyard; and (ii) the Navy has received notice that BRAC has terminated the lease extension negotiations with the Guam Shipyard, which means once title of SRF is transferred to Guam the Guam Shipyard will no longer be operating. Mr. Gayle stated that the board has authorized the issuance of a request for proposals ("RFP") to obtain another operator, and asked if the RFP had been sent out. Mr. Cruz responded that the RFP has not been released because of the concern that the one hundred eighty-five current employees at the Guam Shipyard will resign, and the Guam Shipyard would close down. Mr. Cruz stated that it is going to be much more difficult to entice a new shipyard operator if the Navy is not going to provide any ship repair work, and he is working diligently to have the Navy change its position. The current Navy position is that these nearby Military Sealift Command ships are not homeported anywhere but are what the Navy refers to as "forward deployed."

Fiscal year 2000 Budget and strategic plan

§7. The administrator then reviewed GEDA's Strategic Business Plan and its proposed Budget for Fiscal Year 2000. After a brief discussion, director Taitano stated that she is willing to forgo the fifty dollars that is paid to each director per month, and challenged the other directors to do the same. Each director agreed with this action. On motion of director Taitano, seconded by director Young, the GEDA Strategic Business Plan and GEDA's Budget for Fiscal Year 2000, both of which are attached to these minutes, along with the directors' authorization to forgo any fees to be paid to them, was unanimously approved, ratified and confirmed.

Legal counsel's report

§8. Mr. Gayle then reported that one of the problems that has occurred with the qualifying certificate applicants GameWorks and Underwater World is to decide how to handle the requested abatements of the real property tax, because in this situation the landowner is Al Ysrael, who is not the QC applicant. Mr. Gayle stated that the tenant has to pay the taxes to the government of Guam under the Ysrael subleases to GameWorks and Underwater World which is why they are the ones asking for the abatement. Mr. Gayle noted that this is a very complicated legal question and it has not been worked out on how it will be handled he will report back to the board when it has been resolved.

Executive summary

§9. Mr. Untalan stated that there was an executive summary included in the Board members' packets, but due to time constraints, the summary will be discussed this at the next board meeting.

Chamorro Heritage Foundation

§10. Mr. Untalan reported that the Chamorro Heritage Institute was created by recent bill legislation, and by tomorrow, the funds and assets of the Chamorro Heritage Foundation ("CHF") will be transferred to the Chamorro Heritage Institute. Mr. Untalan reported that GEDA will receive the funds and disburse them as required. Mr. Untalan stated that a quorum of the board of CHF was never present because the board members had changed and their replacements were never selected. Mr. Untalan requested that the new board members to CHF be appointed and right after this GEDA board meeting CHF will call a meeting and then dissolve itself. After further discussion, Mr. Gayle reviewed with the board the proposed resolution. On motion of director Young, seconded by director Taitano, the following resolution was unanimously adopted:

Resolution No. 99-046

Relative to selecting directors for the Chamorro Heritage Foundation

WHEREAS, the *Chamorro Heritage Foundation*, a Guam non-stock and non-profit corporation organized by GEDA (the "Foundation") has seven (7) directors, four (4) of whom are to be members of the Board of Directors of GEDA; the previous GEDA Board of Directors' appointees to the Board of Directors of the Foundation are no longer members of the GEDA board, and therefore must be replaced; now, therefore, be it

RESOLVED, that Chris Murphy, Frances U. Taitano, Ron Young, and Donnell Richardson are hereby appointed the GEDA members of the Board of Directors of the Foundation to serve during their term as directors of GEDA; and be it further

RESOLVED, that the chairman certify and the secretary attest to the adoption of this resolution and that copies of the same be thereafter transmitted to the Governor of Guam.

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Adjournment

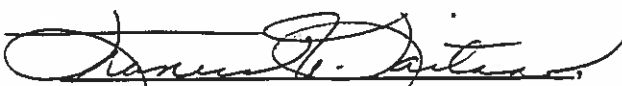
§13. There being further business, on motion of director Young, seconded by director Richardson, and there being no objection, the meeting was adjourned at the hour of 5:00 p.m. on the same day.

Respectfully submitted,




EDWARD G. UNTALAN, Administrator.

ATTEST:



FRANCES U. TAITANO,
Secretary.



CHRIS MURPHY,
Chairman of the Board.