

# Rose Galera: A Lifelong Passion for Clean

By Elaine Simon

Rose Galera is a cleaning and training specialist with more than 50 years of professional cleaning expertise encompassing hospitality, commercial, retail, education, retirement residential and health-care facilities as well as construction cleanup. A few career highlights include working as Aston Hotels & Resorts' first corporate executive housekeeper; opening hotels in Hawaii, the U.S. mainland and Mexico; owning and operating a contract cleaning business; and, currently, working as a cleaning consultant with a focus on education, training and green technologies.

In recent years—as a grandmother and great-grandmother, and also mother of a high school principal Rose has demonstrated a strong commitment to Hawaii's public schools and raising the bar for cleaning standards within the Hawaii Department of Education. She has held group information and education sessions with principals, custodians and food service instructors to build awareness. She has performed cleanliness inspections of food service labs at multiple high schools and provided recommendations and assistance for improving conditions. She also has worked directly with high school students and special education students as a part-time teacher to educate teenagers about the science and art of cleaning.

One of Rose's best "students" as well as champions is Myles Yamamoto, the Career and Technical Education District Resource Teacher for the DOE's Central District, which includes six high schools. In regards to Rose's inspections of the schools' food service labs, he says, "It was immediately found that there was no consistency in products that were being used between schools.

Rose quickly developed a suggested list with Billy Cressman (of Crestek Cleaning Center, Inc.) ... To my surprise, all schools showed significant improvements in sanitation practices with the use of better cleaning products and practices.

"Special education teacher Valerie Fukuda says of Rose, "She has a tremendous impact on our students and teachers as well. Everyone is more conscious about sanitation."

"She has opened the eyes of many administrators, teachers, staff, and students to look at effective techniques to truly clean, and not just 'move around' the dirt," says Teri Ushijima, complex area superintendent for the Central District..

*"There's the blessing of learning something new and growing a little each day" - Anonymous*

"She really cares about the students," says high school teacher Faith Shinagawa. "She presents with a 'grandma'/tutu type attitude which is sometimes necessary to reach certain types of students and yet in the same presentation she is the upstanding professional. She is just a wealth of knowledge, experience, wisdom and is extremely generous."

When Rose is not working with the DOE, she is busy conducting her own cleaning workshops or providing consulting services to local companies.

In 2008, the Holiday Inn Waikiki hired Rose to revamp its housekeeping department. Johnny Chang, the hotel's general manager at the time, says, "Because of Rose, our customer service completely improved. As a result, we received an excellent customer service index score from all Priority Club Members providing feedback. The Holiday Inn Waikiki was fortunate to have her own board."



This commitment to excellence extends also to the cleaning profession itself. In order to raise the bar within the cleaning profession, Rose is a big promoter of the Certified Executive Housekeeper (CEH) and Registered Executive Housekeeper (REH) education program designations put forth by the International Executive Housekeepers Association (IEHA), of which Rose is a long-time and very active member. In recent years, she has overseen the certification of more than 20 managers for Team Clean, Inc. And this November, she has been invited by IEHA to be its presenter for a REH/CEH Boot Camp at its annual convention in Orlando, Fla.

For her training with Team Clean, Inc., Rose worked closely with and mentored Team Clean employees Leslie Grandison and Virgil Kodep. "Rose has a way of engaging people and stretching their minds," says Leslie. "She has definitely helped me by shaping how I look at the industry and the cleaning field in general, and I've been around the block a few years now ... what I've learned from her would take years in the field if you were on your own, learning as you go."

"Rose is the talker and the doer," says Virgil. "She gives and gives and gives so that others can have what they need."