



STEP FORWARD

INFLUENCE. INNOVATION. INCLUSION.

Step Forward: Learning Con 2026 Investing in People for Long-Term Success

Behind every memorable stay, dining experience, and guest interaction is a team committed to continuous improvement. At Okada Manila, investing in our people is one of the ways we strengthen service excellence and prepare for the future.

This commitment was reflected through **Step Forward: Learning Con 2026**, held from May 20 to 22. Bringing together team members, leaders, and industry experts, the conference reinforced the importance of continuous improvement in building stronger teams, supporting service excellence, and preparing the organization for the future.

Expanding Access to Learning

A key milestone during the conference was the launch of the Learning Hub, located at Break Room A and the HR Training Room. Designed exclusively for Okada Manila team members, the Learning Hub provides ongoing access to development resources beyond scheduled training sessions.

More than a dedicated space, the Learning Hub represents a long-term investment in making professional development more accessible and integrated into everyday work life. By encouraging self-directed learning and continuous skill-building, the initiative helps team members perform more confidently, collaborate more effectively, and stay prepared for changing business demands.





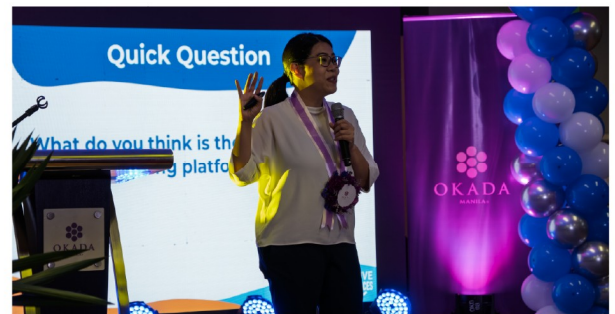
“The hospitality industry continues to evolve, and our people need opportunities to evolve with it. When we invest in our team members, we strengthen our ability to deliver exceptional service today while preparing future leaders for tomorrow.”

Atty. Jerome Sarte
Senior Vice President for Human Resources

Building a Culture That Supports Growth

The conference centered on three interconnected themes: Influence, Innovation, and Inclusion. Together, these principles help create an environment where people feel supported to grow, contribute ideas, and continuously improve both individually and as teams.

Influence highlighted how leaders help shape an environment where curiosity, knowledge-sharing, and continuous improvement become part of everyday work. Innovation focused on how technology and personalized approaches can make development more relevant, flexible, and accessible for a diverse workforce. Inclusion emphasized the importance of creating spaces where team members feel comfortable asking questions, sharing ideas, learning from mistakes, and contributing with confidence.



“We wanted to create a space where team members can explore new ideas, build confidence in their skills, and keep learning at their own pace whenever they need it.”

Ms. Christina Marie Deuna
HR Manager for Learning & Engagement



Why This Matters:

Guided by the Talent and Community pillar of Okada Green Heart, initiatives such as Step Forward: Learning Con and the Learning Hub recognize that investing in people is essential to the organization's long-term sustainability.

When team members are supported in building their knowledge and skills, they are better equipped to anticipate guest needs, solve challenges with confidence, and work seamlessly across teams. These everyday moments shape the Okada Manila experience, helping deliver the level of service and hospitality that guests remember long after their stay.

Join the Okada Green Heart Movement

Behind every memorable guest experience is a team member who has been given the opportunity to learn, grow, and succeed. Through the Talent and Community pillar, Okada Green Heart continues to nurture a culture where people are encouraged to bring out their best, support one another, and grow together. By investing in our people, we help build a stronger future for our teams, our guests, and the communities we serve.

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