

NORTH SHORE, OAHU, HAWAII, April 2004 ... Benchmark Hospitality of The Woodlands (Houston), Texas, has appointed Nancy Chapman Ramos director of human resources for Turtle Bay Resort, the landmark property located on Oahu's North Shore. Abid Butt, managing director, made the announcement.

Ms. Ramos brings nearly three decades of distinguished experience at Hawaiian resorts and travel-related companies to her new position at Turtle Bay Resort. Most recently she was assistant director of human resources for the Halekulani Hotel, a 458-guestroom property located in Honolulu, Hawaii. In this position she was responsible for the daily operations of the Human Resources department, with a particular emphasis on management and employee development, conflict resolution, safety training and adherence to Federal and State laws.

Previous to this, Ramos was assistant director of human resources at the Hyatt Regency Waikiki Resort and Spa, a 1234-guestroom property, located in Waikiki Beach, Hawaii. In this position, which she held for several years, Ramos' responsibilities included extensive training of managerial staff in providing effective and positive leadership as well as managing risk. She was also instrumental in delivering exceptional guest service training for line staff at the large resort. She began employment at the property as assistant executive steward.

Ms. Ramos' first professional position was as an accountant with Maritz Travel of Honolulu, Hawaii.

Ramos attended the University of Hawaii, located in Honolulu, and the University of Phoenix. She is the recipient of numerous managerial awards and honors throughout her distinguished career. A strong advocate of community service, Ramos has served as a Special Olympics Team Coach, Charity Walk Chairperson, a World Youth Network Committee member as well as on several other important committees and boards. She resides in Honolulu.

The 880-acre Turtle Bay Resort is located on the North Shore of Oahu, home to some of the world's most exciting and legendary surfing spots. Managed by Benchmark Hospitality, the resort's accommodations include a 401-room hotel and 42 luxury Beach Cottages. Turtle Bay Resort is the only resort on Oahu with 36 holes of championship golf: the Fazio and Palmer courses. Annually, the Palmer course plays host to the Turtle Bay Championship, a premier stop on the CHAMPIONS TOUR.