

Douglas Kahikina Chang

Passionate luxury hospitality executive with diverse experiences working on Kaua'i, Maui and O'ahu. Successful at developing high performing teams through a culture of excellence; delivering exceptional financial results; inspiring high levels of guest engagement; and managing complex resort, residential and community business models. Widely respected for integrating Hawaiian culture and values into sustainable hospitality business practices.

PROFESSIONAL EXPERIENCE

The Ritz-Carlton O'ahu, Turtle Bay

2024 – Present

General Manager – Iconic resort on O'ahu's north shore encompassing a 450 room luxury hotel, spa, stables, F&B, and retail on over 1100 acres of recreational and protected coastline.

- Recruited to lead the transition and rebranding of the resort from an independent hotel to The Ritz-Carlton under new ownership
- Strategically reorganized operating structure, including recruitment of senior leaders, to elevate service and product, and optimize performance
- Negotiated and ratified a new 4-year CBA with local union during the first 6 months

The Ritz-Carlton Residences, Waikiki Beach

2015 – 2024

General Manager – Waikīkī's premier luxury hotel and residential resort with 552 residences, a branded hotel rental program, spa, recreation, leased restaurants, and retail.

- Developed and led the phased opening strategy for the largest condo/hotel project in the global portfolio of The Ritz-Carlton
- Resort is a top performer within Marriott luxury hotels in guest engagement, associate engagement and financial performance

The Ritz-Carlton, St. Louis

2013 - 2105

General Manager – 300 rooms, 30,000 square feet of meeting/ballroom space, two restaurants, lounge, cigar club, spa and fitness center.

- Directed changes in the sales strategy of the hotel which resulted in a 7.3% increase in total sales from 2013 to 2014
- Restructured hotel staffing and implemented operational efficiencies which contributed to a 19.3% improvement in House Profit dollars from 2013 to 2014

The Ritz-Carlton Club and Residences, Kapalua Bay

2008 - 2013

General Manager – Hawai'i's premier luxury residential resort with 62 fractional club and 84 wholly owned residences, restaurant, and bar.

- Coordinated all pre-opening activities including recruitment and hiring, systems installation, procurement, and process development
- Managed multiple homeowner association budgets and operating statements which achieved or exceeded budget performance metrics each of the 4 years

Hotel Hāna- Maui

2001 - 2008

General Manager – Intimate Hawaiian luxury resort, award winning spa, restaurants, lounge, retail, stables, private beach, gas station, and commercial shopping complex.

- Led extensive renovation and repositioning of this classic Hawaiian resort resulting in Travel + Leisure recognizing as one of the top 5 Hawai'i resorts
- Redeployed the sales strategy resulting in major increases in occupancy and ADR. Delivered a profit in 2006 and 2007; the first time in more than a decade

Kaua'i Marriott Resort & Beach Club

1995 - 2001

Hotel Manager –Mixed use resort with 356 hotel rooms and 232 vacation ownership villas.

- Recruited to the pre-opening team of the first mixed use property for Marriott. Served as an integral member of the executive team that developed the allocation methodologies that became the standard for mixed use developments
- Introduced authentic elements of Hawaiian culture into the guest experience utilizing community and cultural resources. These programs were recognized by the Hawai'i Visitors & Conventions Bureau with their prestigious Kahili Award

PROFESSIONAL AND COMMUNITY AFFILIATIONS

CURRENT

Board Member – Hawai'i Hotel and Lodging Association

- Workforce Development Committee Chair

Founding Board Member and Past President – Native Hawaiian Hospitality Association

PAST

Board Member and Chair – Advisory Board, Pearl City High School Academies

Board Member, Vice Chair, and Chair – Hawai'i Tourism Authority, 2004 - 2012

Board Member - St. Louis Area Hotel Association

Board Member – Maui Hotel and Lodging Association

Board Member - Maui Visitors Bureau

Board Member and Officer– Hāna Business Council

Executive Board Member – Hawai'i Visitors and Convention Bureau

Board Member and Chairperson - Kaua'i Visitors Bureau

EDUCATION

Kamehameha Schools
University of Hawai'i

Studied International Business