



## MESSAGE FROM FRANKLIN “DON” PACARRO, JR.



Aloha!

On behalf of the Honolulu Liquor Commission, I welcome you to the 2019 Hawaii State Liquor Conference. It is important for each county's Commissioners, Administrators, and fellow liquor licensees and agents to come together annually to exchange ideas, share updates on trends, and find common ground on issues we face in this advancing industry.

The nature of Hawaii's liquor industry remains ever-changing. This past year has seen continued growth with a steady incline in gross liquor sales and new liquor licensees. Furthermore, we are seeing a birth of creative industry trends taking place throughout the State.

I am excited to host this year's conference to help you and your business remain progressive and innovative. We will dive into a multitude of topics, such as, customer service, cybercrime, liquor laws, enforcement efforts, dealing with conflict, and public affairs. Three panel presentations from experts on DUI, the Department of the Corporation Counsel attorneys, and the Liquor Control Directors round out the remainder of our conference. We encourage you to take the valuable resources you will attain from this conference and share it with fellow members of your organization.

The Honolulu Liquor Commission thanks you for your participation at this conference, and we remain committed to our mission: *to provide outstanding regulatory services to enhance the quality of life in the City and County of Honolulu, and to create a safe and healthy environment for the public.*

A handwritten signature in black ink that reads "Franklin 'Don' Pacarro, Jr." The signature is written in a cursive, flowing style.

Franklin “Don” Pacarro, Jr.