

# News Flash @ Rainbow's End

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## ★ Blessed Palau ★



With respect to the tragic earthquake and tsunami that hit Sendai and northern part of Japan on March 11th resulting in unimaginable loss of lives and damages, Palau extends its condolences and sympathies to the victims of these horrific tragedies. Despite being placed under “tsunami warning” that was lifted in the morning of March 12th, the Republic of Palau was very fortunate in not having to experience any tsunami hits and continues to thrive as a safe destination for visitors world wide. With Palau’s pristine natural environment and crystal clear emerald waters, we full heartedly welcome you to “Experience the Wonders of Palau...Rainbow’s End!”

### W.A.V.E WEEK MARCH 21-25, 2011

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Do's	Don'ts
1. Smile & Wave	1. Don't generalize
2. Friendly Service	2. Don't bully
3. Acknowledge & Greeting	3. Don't mislead
4. Assist and Help immediately	4. Don't make up things
5. Anticipation	5. Don't lie
6. Provide information	6. Don't litter
7. Accommodate needs	7. Don't spit anywhere & everywhere
8. Be Flexible	8. Don't promote graffiti
9. Empathize	9. Don't swear at them in Palauan
10. Be sincere	10. Don't be rude
11. Be polite	11. Don't make rude gestures
12. Be patient	12. Don't be loud
13. Be Respectful	13. Don't be a stranger

WAVE is a acronym for Welcome All Visitors Enthusiastically. WAVE is to enhance awareness and understanding the concept of tourism, while promoting a healthy and a friendly environment for visitors.

