

# Storyboard for Hawaii – Traveling to The Big Island

**Business Purpose:** CNJ Travels (fictitious company) has seen a 20% increase in travel bookings to Hawaii – The Big Island. Currently, our travel agents have limited trainings and resources on sights and activities for our customers to visit.

**Business Goal:** CNJ Travels will increase customer service relations by providing resources on sights and activities for their travel agents to assist customers planning a trip to Hawaii - The Big Island.

**Target Audience:** All travel agents

**Training Time:** 30 minutes

## Intended Outcomes (Major Objectives):

After completing this course, you will be able to...

- Identify five key areas on the island using a map to help customers plan their visit.
- Describe different sights and activities in the areas for customers to visit.
- Decide which sights and activities to offer the customer.

**Notes for Reviewer:** Please use Notes column for feedback and questions. All comments will be resolved before programming can begin.

Questions for reviewers are indicated with **green highlighting**. All questions will need to be resolved before programming can begin.

Color Theme:



Section & Title	Visual & Display	Block Style & Interaction	Notes
Title Page/Course Overview	<p>Picture of Hawaii – The Big Island            Hawaii – Traveling to The Big Island</p> <p>Are you ready to explore Hawaii? Our customers at CNJ Travels are ready to explore The Big Island. We want to guide them in choosing the best activities for their vacations.</p> <p>In this module, we will be focusing on 5 key areas with sights and activities to explore.</p> <p>Click on the “Let’s Explore Hawaii” button when you are ready to begin.</p>	Tab – Let’s Explore Hawaii	
Section & Title	Visual & Display	Block Style & Interaction	Notes
Introduction	<p>Picture of Aloha surf boards</p> <p>Before we begin, let’s see what you already know!</p> <p>Which of the cities below are on The Big Island?            Choose ALL that apply and click submit.</p> <p>Honolulu            Hilo (<b>correct answer</b>)            Pearl City            Kohala (<b>correct answer</b>)            Molokai</p> <p>Feedback:            Correct: Correct!            Hilo and Kohala are the cities on Hawaii - The Big Island</p> <p>Incorrect: Nice Try!            Hilo and Kohala are the cities on Hawaii - The Big Island</p> <p>Next Question</p>	<p>Image Block with Text</p> <p>Heading</p> <p>Knowledge Check Multiple Response</p> <p>Continue Button</p>	



	<p>Island has 10 of the 15 types of climatic zones. The island has tropical (warm and rainy), temperate (more variance), arid and semi-arid (hot and dry with little rainfall) and ice/alpine (periglacial = cold temperatures below 50 degrees F.) You name it, the Big Island has it!</p> <p>We have narrowed down the Big Island to five key areas –</p> <ol style="list-style-type: none"> <li>1. Kohala</li> <li>2. Hilo</li> <li>3. Volcano National Park</li> <li>4. South Island</li> <li>5. Kona</li> </ol> <p>We will explore the island clockwise. To start off, <i>click</i> on each marker for the weather/climate and fun fact.</p> <p>Map of Big Island with markers</p> <p>On each marker:</p> <p><b>Kohala</b>  <u>Weather/Climate</u>  Kohala is the driest part of the island. Rainfall is usually around 10 inches per year. It is mostly sunshine all the time. The average temperature throughout the year is 71.9°F.</p> <p><b>Fun Fact</b>  The mega-resorts have radically different personalities, so <i>your</i> personality is key.</p> <p><b>Hilo</b>  <u>Weather/Climate</u>  Hilo is the wettest city in the US. Annual rain fall is around 140 inches per year. The climate is warm, muggy, windy, and partly cloudy. The temperature typically varies from 64°F to 83°F.</p> <p><b>Fun Fact</b></p>	<p>Numbered list</p> <p>Paragraph</p> <p>Labeled graphic</p> <p>Markers with numbers for 5 areas</p> <p>1</p> <p>2</p>	
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	<p>Hilo is plant heaven with an abundance of green.</p> <p><b>Hawaii Volcanoes National Park</b>  <u>Weather/Climate</u>  The climate in Hawaii Volcanoes National Park is comfortable, windy and partly cloudy. Over the year, the temperature typically varies from 52°F to 77°F and is rarely below 48°F or above 79°F.</p> <p><u>Destination Attraction</u>  Hawaii Volcanoes National Park encompasses 335,259 acres from the summit of Maunaloa to the sea.</p> <p><u>Fun Fact</u>  Massive park home to two active volcanoes – Maunaloa which erupted in 1984 and Kilauea which last erupted in 2018.</p> <p><b>4 – South Point</b>  <u>Weather/Climate</u>  The climate on South Point varies from 68°F to 74°F.</p> <p><u>Fun Fact</u>  South Point is the southernmost point in the US.</p> <p><b>5 – Kona</b>  <u>Weather/Climate</u>  Kona has the most sunshine and the climate is as perfect as weather can get. The weather is described as eternal springtime. The average temperature in February is 80°F and August is 87°F.</p> <p><u>Fun Fact</u>  Kona has the calmest, clearest water in the state.</p> <p>Continue for a quick area check</p> <p>Let's Do a Quick Key Area Check</p> <p>You just learned the 5 key areas on the Big Island. In the task below, match the areas on the left to their facts on the right.  Click submit when you're finished.</p>	<p>3</p> <p>4</p> <p>5</p> <p>Continue Button</p> <p>Heading</p> <p>Knowledge Check - Matching</p>	
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	<p>Kohala – Famous for its mega-resorts  Hilo – Is plant heaven with an abundance of green  Hawaii Volcanoes National Park – Massive park - home to two active volcanoes  South Point – Southernmost point of the island  Kona – Weather is described as eternal springtime</p> <p>Feedback:  Correct: Wonderful job!</p> <p>Incorrect: Nice Try!  Let's look at these again.  Kohala - Famous for its mega-resorts  Hilo - Is plant heaven with an abundance of green  Hawaii Volcanoes National Park - Massive park home to two active volcanoes  South Island - Has green and black beaches  Kona - Weather is described at eternal springtime</p> <p>Now Let's Explore Each Area.</p>		
Kohala	<p>Picture of area  <i>I believe Hawaii is the most precious jewel in the world. — Don Ho</i></p> <p><u>Kohala</u>  Kohala is located north of Ellison Onizuka Kona International Airport. Here you will find the cleanest water, fancy resorts and best golf courses. It is nestled amongst the jet-black and rust-red lava rock from the oldest volcano on the island, having last sputtered 60,000 years ago.</p> <p>Map showing the Kohala section.</p> <p>Below are a few highlights to share with our customers when assisting them with their trip.</p> <p><u>Beaches</u>  While there are many beaches in Kohala. We chose the top three to focus on while working with our customers.</p>	<p>Continue button</p> <p>Text on Image</p> <p>Paragraph with Heading</p> <p>Image centered</p> <p>Subheading</p> <p>Paragraph with Heading</p>	

	<p>Each tab will give a description about the beach and what is offered.</p> <p><b>Hapuna Beach</b> If you close your eyes and picture a perfect beach, this would be the one.</p> <p>Hapuna Beach is the largest of the island's white sand beaches. It's known for clean clear conditions with a spectacular oasis that has earned one of Hawaii's finest beaches. The fine golden sand slopes gradually into the ocean. The beach has easy access and gorgeous scenery.</p> <p>Activities: Swimming, bodyboarding, sunbathing, and snorkeling</p> <p>Amenities: Parking (\$), picnic tables, restrooms, showers, food concessions, and lifeguard</p> <p>Picture of Hapuna Beach</p> <p><b>Waialea Beach</b> Another fabulous Kohala beach!</p> <p>Waialea is lined with palm-trees and white sand. Many tropical fish and marine life inhabit the area including <i>hon</i> (sea turtles). North of the beach has some secluded spots of sand so you can enjoy relaxing under the shade of the palm trees.</p> <p>Activities: Swimming, snorkeling, bodyboarding</p> <p>Amenities: Restrooms, showers, picnic tables, parking</p> <p>Picture of sea turtle</p> <p><b>Anaeho'omalu Bay</b> Anaeho'omalu is a long, curving salt and pepper sand beach.</p> <p>Even the locals usually call this tongue twister "<i>A-Bay</i>". Check out the marvelous shoreline trail between two hotels that leads through</p>	<p>Accordion Tabs</p>	
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	<p>sand, lava, and white coral rubble. This is a great location to enjoy a sunset view.</p> <p>Activities: Kayaking, hydro bicycling, bodyboarding, snorkeling, scuba diving, and wind surfing</p> <p>Amenities: Restrooms, picnic areas, parking</p> <p>Picture of hydro bicycling</p> <p>Next are Land Sights</p> <p>Land Sights</p> <p>Three land sights that are highly recommended to visit while in Kohala.</p> <p>Expand each box below to learn more about them!</p> <p>Pololu Valley Lookout Best Overlook</p> <p>Breathtaking views</p> <p>Hike to the valley floor to see the black sand beach</p> <p>Picture of Polou Valley Overlook</p> <p>Waimea</p> <p>Unlike any other place on the island</p> <p>Known as paniolo (Hawaiian cowboy) country</p> <p>Full of rolling, green pastures home to cattle, sheep, cowboys, and ranches</p> <p>Picture of Waimea</p> <p>Kamehameha Statue</p> <p>History and he original King Kamehameha Statue can be found in</p>	<p>Continue Button</p> <p>Paragraph with Heading</p> <p>Accordion</p>	
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	<p>Kapaau, near North Kohala</p> <p>Kamehameha the Great unified the Hawaiian Islands in 1810</p> <p>Picture of King Kamehameha Statue</p> <p>Next are Activities</p> <p>Activities Kohala has many land activities to offer.</p> <p>Flip each card below to learn more about some activities to discuss with your customers.</p> <p>Hiking - picture <b><u>Hiking</u></b> Kiholo Bay 2 - 3 miles round trip Turtles galore, calm sea water</p> <p>Horseback Riding - picture <b><u>Horseback Riding</u></b> Paniolo Adventures Rides will be through a wide-open working ranch with beautiful views</p> <p>Boogie Boarding - picture <b><u>Boogie Boarding</u></b> Best in the area Kapuna Beach or Mauna Kea</p> <p>Golf - picture <b><u>Golf</u></b> Highly recommended Mauna Kea Golf Course</p> <p>Hydro Bicycling - picture <b><u>Hydro Bicycling</u></b> Highly recommended</p>	<p>Continue Button</p> <p>Paragraph with heading</p> <p>Flashcard grid</p>	
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	<p>Anaeho'omalū Bay "A-Bay"</p> <p>Snorkeling – picture <b><u>Snorkeling</u></b> Hapuna Beach Waialea Beach A-Bay</p> <p>Continue for a quick Kohala Check</p> <p>Choose the best description for the following activities.</p> <p>Questions: A family would like to know more about the Hapuna Beach. How would you describe the beach? Choose the best answer and click submit.</p> <p>Choice 1: The largest of the island's white sand beaches with clean clear conditions. The beach has easy access for a family wanting to swim, bodyboard, and snorkel. It has restrooms, lifeguards, and food concessions. <b>(correct answer)</b></p> <p>Choice 2: The largest of the island's white sand beaches. The beach has gorgeous scenery but does not have easy access. It has picnic tables, restrooms, and lifeguards.</p> <p>Choice 3: The beach has white sand with a spectacular oasis but is a hike to get to it. The beach would be great for a family to swim and snorkel. It has restrooms, showers, and food concessions.</p> <p>Feedback: Correct: Yes! Great job explaining the Hapuna Beach.</p> <p>Incorrect: Nice try but the Hapuna Beach is the largest of the island's white sand beaches with clean clear conditions. The beach has easy access for a family wanting to swim, bodyboard, and snorkel. It has restrooms, lifeguards, and food concessions.</p>	<p>Continue Button</p> <p>Heading</p> <p>Multiple Choice Knowledge Check</p>	
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	<p>Next Question</p> <p>Question: A family is interested in a horseback riding while in Kohola. Which could you suggest? Choose the best answer and click submit.</p> <p>Choice 1: Paniolo Adventures - Rides will be through narrow paths with a very short distance.</p> <p>Choice 2: Paniolo Adventures - Rides will be through a wide-open working ranch with beautiful views. <b>(correct answer)</b></p> <p>Choice 3: Dahana Ranch - Rides will be on a ranch and located in Hilo.</p> <p>Feedback: Correct: Yes! Great job explaining the Paniolo Adventures horseback riding.</p> <p>Incorrect: Nice try but Paniolo Adventures offers rides through a wide-open working ranch with beautiful views.</p> <p>Now Let's Explore Hilo</p>	<p>Continue Button</p> <p>Multiple Choice Knowledge Check</p>	
Hilo	<p>Picture of area <b><i>A`ohe lokomaika`i i nele i ke pâna`i</i></b> – (No kind deed has ever lacked its reward.)</p> <p>Hilo Hilo is a vibrant area with beautiful waterfalls, fertile rainforests and blooming gardens. It is home to Hilo International Airport. Downtown Hilo has little shops, sophisticated galleries, restaurants, and historical sites. The Farmers Market is one of the best on the island. You'll find fresh local grown fruit, vegetables, herbs, jams, and baked goods. Overnight stays are less expensive.</p> <p>Map showing the Hilo section.</p> <p>Below are a few highlights to share with our customers when</p>	<p>Continue Button</p> <p>Image with text</p> <p>Paragraph with Text</p> <p>Image centered</p> <p>Subheading</p>	

	<p>assisting them with their trip.</p> <p><b>Waterfalls</b> While there are many waterfalls in the Hilo area. We chose these three for their unique sense of beauty and short hiking adventures.</p> <p>Each tab will give a description about the waterfalls.</p> <p><b>Rainbow Falls</b> In the Hawaiian language, the rainbow falls are called “rainbow [seen in] water”, or Waiānuenue.</p> <p>The falls are not to be missed and are best seen in the morning when the sun is behind you. The rainbow can only be seen when the sun is behind you. The falls do change dramatically depending on the water fall. If there is too little flow, the wishbone shape is gone.</p> <p>A short hike to the top of the falls is well worth the effort. As you are walking you will pass lush vegetation and some huge banyan trees.</p> <p>Picture of rainbow falls</p> <p><b>Akaka Falls</b> At the Akaka Falls State Park, you can take a short hike and see the beautiful waterfalls.</p> <p>As you hike towards the falls, you will walk through lush rainforest filled with wild orchids, bamboo groves and draping ferns.</p> <p>We encourage people to visit because it is easily accessible and the hike takes less than an hour. The Akaka Falls is the island's most famous waterfall.</p> <p>Picture of Akaka Falls</p> <p><b>Wai’ale Falls</b> The Wai’ale Falls can be seen from the nearby bridge.</p>	<p>Paragraph with text</p> <p>Tabs</p>	
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	<p>This impressive downstream of water is not tapped by the nearby dam so it actually sweeps into the porous lava bed along the way.</p> <p>You can hike there and see some wonderful pools. Another short 10-minute hike is all it takes to visit this magnificent sight. If the flow is not too high, enjoy a quick dip or just get your feet wet.</p> <p>Picture of Wai'ale Falls</p> <p>Next are Land Sights</p> <p><b>Land Sights</b> Three land sights that are highly recommended to visit while in Kohala.</p> <p>Expand each box to learn more about them!</p> <p><b>Hawaii Tropical Botanical Gardens</b> The Hawaii Tropical Botanical Gardens is a sight not to pass.</p> <p>Even if you are not a "garden person", this garden will have you appreciate the beauty of the outdoors. The Garden is a non-profit center whose mission is to serve as a nature preserve and sanctuary.</p> <p>Make time for a self-guided tour to explore a true tropical rainforest, garden valleys, and gorgeous flowers and greenery.</p> <p>Picture of flower from garden</p> <p><b>Macadamia Nuts Processing Plant</b> At the Mauna Loa Visitor Center, you can experience the growing, harvesting and processing of the macadamia nuts.</p> <p>You can view the processing where the nuts are husked and dried through the glass windows. While you are here, don't forget to buy some to take with you on all the hikes.</p> <p>Picture of Macadamia Nuts Visitor Center</p>	<p>Continue Button</p> <p>Paragraph with text</p> <p>Accordion</p>	
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	<p><b>Downtown Hilo – Hilo Bay</b>  Visit Downtown Hilo to experience century old wooden storefronts, sophisticated galleries, shops, restaurants, and cultural sites.</p> <p>You'll find locally grown vegetables and fruit at the Famers Market. Local artists fill the art galleries with hand crafted items.</p> <p>At the Mokupapapa Discovery center, there is plenty to see in their exhibits about coral reefs and ocean eco-systems.  Picture of downtown Hilo</p> <p><b>Next are Activities</b></p> <p><b>Activities</b></p> <p>Activities to Explore  Picture of waterfall  Hilo has many land activities to offer.  Continue to explore the Activities to discuss with your customers.</p> <p><b>Activity 1</b>  <b>Ziplining</b>  The Umauma Experience  The best overall ziplining experience.</p> <p>You will zip along and over the spectacularly beautiful Umauman Falls through the rainforest.</p> <p>At line #2, you will have time to view a 100 foot waterfall and look toward the top of Mauna Kea. On the #4 line, you will zip over 2000 feet of river water and many (some have counted 14) falls.</p> <p>Picture of Ziplining</p> <p><b>Activity 2</b>  <b>Drive</b>  Banyan Drive  The stately banyan trees line the road at the shoreline of Hilo.</p>	<p>Continue Button</p> <p>Heading</p> <p>Process</p>	
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	<p>It is known as the "Hilo Walk of Fame" because the trees were planted by celebrities. A few names are Amelia Earhart, Babe Ruth and Richard Nixon.</p> <p>While driving through, stop at the Lili'uokalani Gardens for a peaceful afternoon stroll in their graceful and serene park area.</p> <p>Picture of Banyan Drive</p> <p>Activity 3 Hike Leleiwi Tide-pool Hike</p> <p>The hike is a 0.6 miles round trip to explore beyond the coastline.</p> <p>The Leleiwi Tide-pool is a hidden gem with a sandy bottom and easy entry for the perfect dip. The backdrop is full of pine trees growing on a large tilted slab of volcanic rock.</p> <p>If you time it right, you could be walking in water most of the way. It is an experience that is worth getting the feet wet. Just don't forget your water shoes.</p> <p>Picture of Leleiwi Tide pool</p> <p>Activity 4 Scuba</p> <p>Yes, scuba diving in Hilo does exist.</p> <p>The sea life on this side of the island is very active. It is well known to see turtles galore. East Hawaii Divers offer two-tank guided shore dives.</p> <p>Picture of scuba diving</p> <p>Continue for a quick Hilo check</p>		Continue Button
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	<p>Correct: Yes! Great job explaining the Umauma Experience to your customer.</p> <p>Incorrect: Nice try but the Umauma Experience is the best overall ziplining experience. They offer two different lines that will have you ziplining through the rainforest and over waterfalls.</p> <p>Next stop – Hawaii Volcano National Park</p>		
<p>Hawaii Volcanoes National Park</p>	<p>Picture of area “Hawaii is a paradise born of fire.” – Rand McNally</p> <p>Hawaii Volcanoes National Park Hawaii Volcanoes National Park is home to two volcanoes.</p> <p>The famous Kilauea Volcano which is one of the most active volcanoes on Earth and the Mauna Loa Volcano.</p> <p>While at the park, sites of vents spewing steam, brand new land, ancient Hawaiian petroglyphs, walk-through lava tubes, and lave craters are just a few things to see. We strongly advice suggesting an entire day to explore what the park has to offer.</p> <p>It may turn out to be the highlight of your customer’s visit.</p> <p>Map showing the National Park section.</p> <p>Below are a few highlights to share with our customers when assisting them with their trip.</p> <p>Volcanoes Each tab will give a description about the two active volcanoes.</p> <p>Kilauea Volcano Kilauea is often called “the World’s only drive-in volcano”.</p> <p>The volcano is user-friendly and most undoubtedly famous. Even if the volcano is not erupting, this park may be the most fascinating place ever to visit.</p>	<p>Continue Button</p> <p>Text on Image</p> <p>Paragraph with text</p> <p>Image centered</p> <p>Subheading</p> <p>Paragraph with text</p> <p>Tabs</p>	

	<p>Brief history about the volcano. Kilauea has made a name for itself since it began erupting in 1983. It has taken on the title of the world's most active volcano. So, you might or might not get to see lava.</p> <p>Picture of Kilauea Volcano</p> <p>Mauna Loa Volcano Mauna Loa is the largest active volcano on our planet.</p> <p>Mauna Loa means "long mountain" in Hawaiian. It last erupted in 1984. Most impressive about this volcano is it rises 30,000 feet from the bottom of the sea which is greater height than Mount Everest.</p> <p>Picture of Mauna Loa Volcano</p> <p>Sights Not to Miss!</p> <p>Sights to Visit Three highly recommended sights to visit while in the park.</p> <p>Expand each box below to learn more about them!</p> <p>Kilauea Visitor Center Stop at the Visitor Center on your way into the park.</p> <p>They will have up to date information on the volcanoes. The Visitor Center is a nice museum where you will be able to read and see plants, animals, and culture of the area. Check out the 3-D miniature of the island and watch a brief video showing recent eruptions from the volcanoes.</p> <p>Park Rangers will be able to assist with any questions and give more detailed information. Hours are from 10 am to 5 pm.</p> <p>Picture of Visitor Center</p> <p>Volcano House</p>	<p>Continue Button</p> <p>Paragraph with text</p> <p>Accordion</p>	
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	<p>Start the tour by walking across the street to the Volcano House.</p> <p>Here you will be able to have your first peek of Kilauea Caldera from their view. Take a short walk around inside to see the massive fireplace which according to legends has been burning for 125 years.</p> <p>The house has been operating since it was a grass shack in 1846.</p> <p>Picture of Volcano House</p> <p>Crater Rim Drive Crater Rim Drive is an 11-mile road that skirts the edge of Kilauea Caldera.</p> <p>If only one thing to do while in the park, this would be the attraction to take. Some of the attractions along the road may be closed due to volcanic activity.</p> <p><u>Sights worth checking out along this drive:</u> Kilauea Visitor Center Volcano House Steam Vents Pu'u Pua'I Overlook Thurston Lave Tube Picture of Crater Rim Drive</p> <p>Hiking at the Park is Highly Recommended!</p> <p>Hiking</p> <p>Hiking through the National Park Picture of volcano Familiarize yourself with the different hikes we can offer our customers when exploring this area.</p> <p>Hiking Adventure 1 Kilauea Iki Trail The trail is highly recommended.</p>	<p>Continue Button</p> <p>Heading</p> <p>Process (Tabs to be Hiking Adventure)</p>	
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	<p>This is a great 3-mile hike that goes from ancient rain forest to a newly lava-paved crater and back through the rain forest. It skirts the rim of crater and dips down and across the floor and back up to the outlook.</p> <p>If the elements are right, you may even see steam sneaking between the cracks which is a reminder that the volcano is still alive.</p> <p>To enjoy the whole loop, it will take 3 – 4 hours.</p> <p>Picture of Kilauea Iki Trail</p> <p>Hiking Adventure 2 Kipuka Puauulu Bird Park The Bird Park is a 1-mile trail that will take around 30 minutes to stroll through a fern forest.</p> <p>While walking around you will see several different types of colorful birds.</p> <p>Picture of Bird Park</p> <p>Hiking Adventure 3 Devastation Trail See how the volcano wiped out part of the forest when it erupted and now how it is coming back with a 15 – 20-minute stroll.</p> <p>You will experience a healthy forest and then all of the sudden, a blanket of tephra (pumice) bleached trees, on a paved, mostly flat trail.</p> <p>Picture of Devastation Trail</p> <p>Hiking Adventure 4 Pu'u Loa Petroglyph Trail The trail is a 15 – 20-minute walk over an old pahoehoe lava flow with cairns (mounds of rock).</p>		
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	<p>Choice 1: Let's look at the Crater Rim Drive tour. It is an 11-mile road that will take you around the volcano. You will be able to stop along the way and check out different sights that will be worthwhile. <b>(correct answer)</b></p> <p>Choice 2: Actually, if you are short on time, you probably won't miss anything.</p> <p>Choice 3: The volcanoes are very interesting but I understand if National Park's are not your thing.</p> <p>Feedback:  Correct: Yes! Suggesting the Crater Rim Drive is an excellent idea.</p> <p>Incorrect: Nice try but suggesting the Crater Rim Drive tour would be a nice way to get your customer interested in visiting the park.</p> <p>Now we're heading to the southern part of the island.</p>	Continue Button	
South Point	<p>Picture of area  <i>Ua ola loko i ke aloha</i>  <i>Love Gives Life Within</i></p> <p>South Point  The South Island sights and adventures will keep our customers busy.</p> <p>Driving to South Point, also known as Ka Lae (meaning "the point") will take you to the southernmost point in the US. The beaches are worth the drive to the area. Check out the adventures worth exploring which include cliff jumping and more.</p> <p>Keep in mind, exploring this area is a full day but well worth it.</p> <p>Map showing the South Point section.</p> <p>Below are a few highlights to share with our customers when assisting them with their trip.</p> <p>Beaches</p>	<p>Heading with text</p> <p>Paragraph with text</p> <p>Image centered</p> <p>Subheading</p> <p>Paragraph with text</p>	

	<p>The quietest part of the island with its unique beaches. Our customers will be able to explore green sand, black sand and some amazing sea cliffs. What a great way to take in all the Pacific Ocean has to offer.</p> <p>Each tab will give a description about the beach and what is offered.</p> <p><b>Papakolea Green Sand Beach</b> Papakolea Beach (Green Sands Beach) is one of only four green sand beaches in the world.</p> <p>It is a very secluded sandy beach located near Ka Lae (South Point). The green sand is large deposits of semi-precious gems called olivine. When the waves crash into the shore, they erode the crystals and disperse tiny grains of green sand.</p> <p>Please advise your customers not to take any of the sand with them when they leave.</p> <p>Getting to the beach will be a 4-mile roundtrip hike, 4WD, or paying for a ride from a local. The trail starts flat before descending a cliff where you will encounter some loose rock and sand. Once at the bottom of the cliff, you'll cross a lava field that will take you straight to the beach. You will hike through some gorgeous green landscape.</p> <p>There are no amenities in this area and no restrooms. Bring water, snacks and lunch for the trip. Swimming is not recommended because the ocean conditions are rough.</p> <p>Amenities: None and no restrooms</p> <p>Picture of Green Sand Beach</p> <p><b>Punalu'u Black Sand Beach</b> This is the most easily accessible black sand beach on the island.</p> <p>The Punalu'u Black Sand Beach has several endangered kinds of sea turtles and reef sharks. Thousands of years ago, the volcanic</p>	<p>Tabs</p>	
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	<p>eruptions resulted in a series of cooling and heating which created the pebbly black sand. The beach's landscape is lined with palm trees, a freshwater pond, and beautiful green hills.</p> <p>If a strong swimmer, then swimming and snorkeling is okay but if not, just taking in the sights will be an experience in itself. Please advise your customers the water will be cold.</p> <p>Amenities: Parking, restrooms, lifeguards during the day, showers, and picnic tables.</p> <p>Picture of Black Sand Beach</p> <p>Honomaliono Bay Beautiful black and white sand beach backed by tons of coconut trees.</p> <p>The water is calm for swimming and it's usually deserted. It's a 20-minute easy walk from the parking lot.</p> <p>The little secret about the area is a pod of dolphins hanging around in the morning. This is a little hidden gem that may be worth adding to the itinerary.</p> <p>Amenities: Parking, restroom</p> <p>Picture of dolphins</p> <p>Next are Land Sights not to be Missed!</p> <p>Land Sights Two recommended sights that are worth the time while in the southern part of the island.</p> <p>Read each description to learn more.</p> <p>South Point The traditional Hawaiian name is Ka Lae meaning "the point. The South Point Loop is a paved road that is mostly one lane with blind</p>	<p>Continue Button</p> <p>Paragraph with text</p> <p>Image and text</p>	
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	<p>hills and turns. When you arrive, you will see boat hoists leaning out of the edge of the cliffs. This is a popular location for cliff-jumping. Picture of South Point</p> <p>Pakini Nui Wind Farm The wind is always blowing in the southern part of the island along the grassy plain. The trees are all blown in the same direction from the west. The farm is along the road to South Point. Stop for a quick visit to check this sight out. Picture of Pakini Wind Farm</p> <p>Next are Activities to suggest</p> <p>Activities Here are some activities to share with your customers when discussing the Southern end of the island.</p> <p>Flip each card below to learn more about some activities to discuss with your customers.</p> <p>Picture of cliff jumping <b><u>Cliff Jumping</u></b> South Point. It has been advised to be careful!</p> <p>Picture of hiking <b><u>Hiking</u></b> Green Sand Beach South Point</p> <p>Picture of Snorkeling <b><u>Snorkeling</u></b> Punalu'u Black Sand Beach</p> <p>Picture of Swimming <b><u>Swimming</u></b> Punalu'u Black Sand Beach Honomaliono Bay</p>	<p>Image and text</p> <p>Continue Button</p> <p>Paragraph with text</p> <p>Flashcard grid</p>	
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	<p>Choice 1: Pakini Nui Wind Farm <b>(correct answer)</b>  Choice 2: Hiking <b>(correct answer)</b>  Choice 3: Rainbow Falls  Choice 4: South Point Loop <b>(correct answer)</b>  Choice 5: Pu’uhonua o Hanaunau</p> <p>Feedback:  Correct: Yes! You will be able to assist your customer with these sights or activities.</p> <p>Incorrect: Nice try! They can travel the South Point Loop and stop at Pakini Nui Wind Farm. There is hiking at Green Sand Beach and South Point.</p> <p>We are off to the last area on the island - Kona.</p>		
Kona	<p>Picture of area  “Whether a visitor or kama’aina (resident), the beauty of the Hawaiian Islands inspires the heart and mind.”– Unknown</p> <p>Kona  Gorgeous weather and water is ready for you on the western side of the island.</p> <p>When flying in, part of the airport sits on top a lava flow from 1801. It may not look that great at first, but don’t worry, it gets much better.</p> <p>The activities are plentiful for water and land adventures.</p> <p>Map showing the Kona section.</p> <p>Below are a few highlights to share with our customers when assisting them with their trip.</p> <p>Beaches</p> <p>Kona offers beautiful beaches along its coastline. These are the top three highly rated beaches not to miss.</p>	<p>Continue button</p> <p>Text on image</p> <p>Paragraph with heading</p> <p>Image centered</p> <p>Subheading</p> <p>Paragraph with heading</p>	

	<p>Each tab will give a description about the beach and what is offered.</p> <p><b>Manini'owali/Kua Bay</b>  On a private peninsula, Manini'owali/Kau Bay is the perfect white sand beach to spend an afternoon.</p> <p>Cool off in the crystal waters of Kua Bay. Watch for the tropical fish at your feet. Enjoy a late afternoon here so you will be able watch a beautiful sunset.</p> <p>Activities: Swimming, boogieboarding, snorkeling, and kayaking</p> <p>Amenities: Lifeguards, restrooms, showers, picnic tables, parking</p> <p>Picture of Manini'owali/Kua Bay</p> <p><b>Makalawena Beach</b>  Many consider this secluded white sand, crystal clear beach the best in Kona.</p> <p>It is a 20-minute walk on a rocky lava trail. Once you reach the beach, the scenery is stunning with palm trees on the shoreline.</p> <p>Something cool about this beach is you will find goats and chickens roaming along the path.</p> <p>Activities: Swimming, diving, snorkeling, and kayaking</p> <p>Amenities: None</p> <p>Picture of Makalawena Beach</p> <p><b>Kahalu'u Beach Park</b>  One of the nicest snorkeling spots on the Big Island to view sea life.</p> <p>The water is crystal clear and you will come face to face with sea turtles, tropical fish, and coral heads. Interested in surfing, this is the beach to have a lesson.</p>	<p>Tabs</p>	
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	<p>Activities: Surfing, swimming, snorkeling, boogieboards, paddle boards</p> <p>Amenities: Lockers, restrooms, food trucks, and parking</p> <p>Picture of Kahalu'u Beach Park</p> <p>Next are the Land Sights</p> <p>Land Sights Three land sights that are highly recommended to visit while in Kona.</p> <p>Expand each box below to learn more about them!</p> <p>Pu'uuhonua o Honaunau National Historical Park The National Historical Park is called the Place of Refuge.</p> <p>This park should not be missed while in Kona. It offers incredible beauty and education about the Hawaiian culture. While here you will find reconstructed Hawaiian houses, temples, and a few petroglyphs (rock drawings).</p> <p>Take a picnic dinner and watch the sunset.</p> <p>Picture of Pu'uuhonua o Honaunau National Historical Park</p> <p>Kona Coffee Farms Kona coffee is only grown on the coast of Kona.</p> <p>Touring a coffee plantation would be a wonderful way to spend an afternoon to see the coffee process. We recommend Greenwell and Hula Daddy Farms for great tours.</p> <p>Even if you're not a coffee fan, visit the planation for the beautiful views.</p> <p>Picture of a Kona Coffee Farm</p>	<p>Continue Button</p> <p>Accordion</p>	
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	<p>Ahu'ena Heiau Temple A magnificent temple located on a stone platform is worth the stop while in downtown Kona.</p> <p>This was King Kamehameha the Great's personal heiau (Hawaiian temple). The structure is absolutely stunning. Read all his history while strolling by.</p> <p>Be on the lookout for the carved bird at the top of the tallest statue which is a golden plover.</p> <p>Picture of Ahu'ena Heiau Temple</p> <p>Activities to suggest</p> <p>Activities Below are some to discuss with your customers.</p> <p>Flip each card to see what activities Kona has to offer.</p> <p>Picture of Snuba <b><u>Snuba</u></b> Not sure about Scuba diving, try SNUBA. Swim below a raft with tanks and a 20-foot hose, regulator in mouth and an instructor by your side.</p> <p>Picture of Dolphins <b><u>Dolphins</u></b> To see the dolphins, check out the Kealakekua Bay (Captain Hook), Honaunau (Two-Step) and Ho'oke-na Beach areas.</p> <p>To swim with the dolphins, spend time at the Dolphin Quest and interact with them.</p> <p>Picture of Kayak <b><u>Kayaking</u></b> It is highly recommended to explore Kealakekua Bay to the Captain Cook Monument for a great day of kayaking.</p>	<p>Continue Button</p> <p>Paragraph with heading</p> <p>Flashcard Stack</p>	
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	<p>Picture of Boat tour  <u><b>Ocean Boat Tours</b></u>  Kealakekua Bay area is known for ocean boat tours. Fishing, dolphin watching and possibly whale watching will be on the agenda.</p> <p>Picture of Snorkeling  <u><b>Snorkeling</b></u>  Kahalu'u Beach Park has easy access with lots of turtles and coral Captain Cook Monument is another great location.</p> <p>Continue for a Kona quick check</p> <p>Choose the best description for the following activities.</p> <p>Question: You are discussing Snuba with a couple and they would like more information. How would you be able to explain it to them? Choose the best answer and click submit.</p> <p>Choice 1: Snuba is just like scuba diving. You will have a tank and swim out from the boat. An instructor will be by your side.</p> <p>Choice 2: Snuba is a great way to start into scuba diving. You will swim below a raft with tanks that are attached to a 20-foot hose with a regulator. An instructor will be by your side. <b>(correct answer)</b></p> <p>Choice 3: Snuba is closer in line with snorkeling. You will swim with a mask set and fins by a raft. An instructor will be by your side.</p> <p>Feedback:  Correct: Yes! Great job explaining snuba to your customer.</p> <p>Incorrect: Nice try but Snuba is a great way to start into scuba diving. You will swim below a raft with tanks that are attached to a 20-foot hose with a regulator. An instructor will be by your side.</p> <p>Next Question</p>	<p>Continue Button</p> <p>Heading</p> <p>Multiple Choice</p> <p>Continue Button</p>	
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	<p>Hilo (picture of Rainbow falls) Beautiful waterfalls</p> <p>Blooming Botanical Gardens</p> <p>Great activities Ziplining and hiking</p> <p>Hawaii Volcanoes National Park (picture of volcano)</p> <p>Kilauea “Drive In” Volcano Mauna Loa Volcano</p> <p>Crater Rim Drive 11 mile drive through the park</p> <p>Best hiking on the island</p> <p>South Point (picture of South Point) Southernmost Point in the US</p> <p>Unique Beaches Green Sands &amp; Punalu’u Black Sand Beach</p> <p>Great activities Cliff jumping, snorkeling, and hiking</p> <p>Kona (picture of beach)</p> <p>Gorgeous weather Sunshine with average temperature 85°F</p> <p>Outstanding beaches White sand with crystal waters</p> <p>Great activities Swimming, snorkeling, surfing, and snub</p>		
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	<p>Great job! Let's finish the course!</p> <p>Now that we have explored each area, you can assist our customers by...</p> <p>Identifying the key five areas on the island using a map. (Kohala, Hilo, Hawaii Volcanoes National Park, South Point, and Kona).</p> <p>Describing different sights and activities in the areas for customers to visit.</p> <p>Deciding which sights and activities to offer the customer.</p> <p>Divider</p> <p>Photo of island Just remember – We are here to guide the customer in planning their vacation. Please refer back to this training when you are helping a customer.</p> <p>Click on the buttons below for additional resources.</p> <p>Revealed Travel Guides - <a href="https://www.revealedtravelguides.com/big-island/#guidebook">https://www.revealedtravelguides.com/big-island/#guidebook</a> The Hawaiian Islands - <a href="https://www.gohawaii.com/">https://www.gohawaii.com/</a> Hawaii Guide - <a href="https://www.hawaii-guide.com/">https://www.hawaii-guide.com/</a> Hawaii Volcanoes National Park - <a href="https://www.nps.gov/havo/index.htm">https://www.nps.gov/havo/index.htm</a></p> <p>Picture of Hawaiian beach Congratulations on completing this course! You are ready to work with our customers to help them plan the Hawaiian vacation of their dreams! Thank you!</p>	<p>Continue button</p> <p>Subheading</p> <p>Bulleted list</p> <p>Divider</p> <p>Image &amp; text</p> <p>Heading</p> <p>Button Stack</p> <p>Text on image</p>	
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