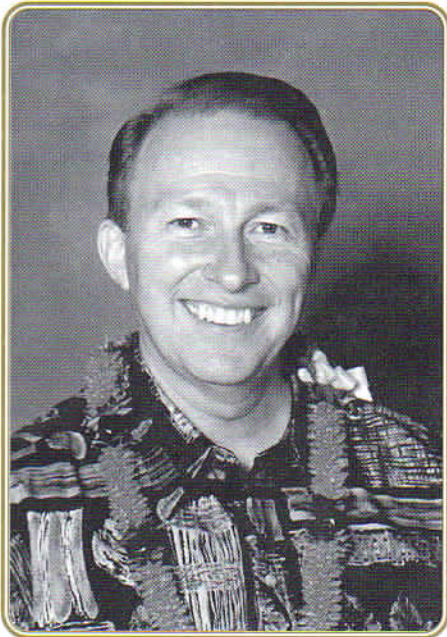


Imua Polenisia

A Bimonthly Newsletter from the
Polynesian Cultural Center



A Journey Toward Perfection A message from President Orgill

We are on a journey as individuals and as an organization, striving toward perfection. None of us has arrived at our destination. We have not yet become what we are capable of becoming or what our Heavenly Father wants us to become. We have not yet done all the good we can do nor have we influenced for good all of those who will yet cross our paths.

There's much we still need to do and much we still need to learn. There is much we need to repent of, and many ways we need to grow. This is true for you and me as individuals and it is also true for the Polynesian Cultural Center.

The Center opened almost 41 years ago, but have we perfected our operations? Are we performing in the most effective and efficient

ways possible? We have come a long way and experienced much improvement over the years, and yet we are not even close to where we should be. While we will not achieve perfection in what we do and the way we do it, we are getting better and we can still become better than we are today.

We can recommit and rededicate ourselves to making the Center the kind of place our Heavenly Father can be even more pleased with. As we go about our work day-to-day and see things that can be done in better and more effective ways, we can do our best to improve on current levels of performance. We can correct those things that are wrong. We can set a proper example for all those around us. We can lift and encourage one another and continuously make improvements in ourselves and in the PCC's operations.

Let's remember that the most important part of this journey is literally our own spiritual growth and development. Nothing will really work well here if we don't have the Spirit with us.

Designed and aligned

The following quote has been attributed to a number of different people. I don't know who said it first, but it provides a valuable insight into our journey: "Organizations are perfectly designed and aligned to get the results they are getting."

Whether we are examining a family, a team, a department, or the PCC itself, we can be sure that the results we are getting, come in large part because of who we are, how we organize ourselves, and what we do each moment of each day.

If we want improved results, something needs to change. Personally, we need to rid ourselves of everything that hampers the influence of the Spirit of God in our lives. This alone will create better results in our families, at work, and everywhere else.

If we want improved results, we need to constantly improve our skills, our understanding, and our daily performance.

If we want improved results, we need to constantly upgrade the way we plan, organize, and implement.

We are getting exactly the results around which we have designed and aligned our lives and our work. If we want better results, we need to redesign and realign.

For example, here at the Center we regularly use a Long-Range Strategic Planning model (LRSP). When applied this model helps us to better design and align for improved results. In step one of that model, we identify who we are in relationship to what is going on around us, including the world economy, our industry, and our competition. We must constantly adjust to changing circumstances. It is critical that we stay abreast of the external environment.

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During step two, we re-examine and recommit to our mission, which defines why we are here, and what our core purposes and values are. Every one of us, regardless of our roles, should understand how we fit into the larger picture and why we are essential to the overall mission of the Center. We should understand, know, and feel that connection at a deep level. It should make a meaningful difference to us.

I would hope that none of us feels that being here is "just a way to earn a living" or "just a place to work" while getting an education. If it feels that way, then frankly, we need to repent. There is much more to why we are here and why the Center was established.

It is important to provide a living for our employees and to facilitate the education of BYU-Hawaii students, but what we do here is so much more than "just a job". The PCC was established by the hand of the Lord for very specific purposes, only one of which was to help finance the education of the students.

Let us all link with the Center's mission, feel it in our hearts, so that every time we interact with one another and with our guests, we feel, and they feel that same connection, that same kind of spirit.

Let us carry with us the commitment to be always part of the fulfillment of prophecy — helping to prepare future leaders, influencing the people of the world for good and building the Kingdom of God.

These are not insignificant things. They are extremely important and we should treasure the trust that has been passed on to us.

Step three of the LRSP model involves creating the goals, objectives, and strategies to help us fulfill the Center's mission. Step four requires us to organize ourselves in the most effective way we can to facilitate the accomplishment of those goals, objectives and strategies. Step five calls for the development of appropriate tools, such as monthly financial reports, guest satisfaction surveys, capital

project summaries and other information we need to understand how we are tracking against our goals and objectives. Step six includes the creation of standards of performance for accountability. Step seven encourages us to constantly review and improve this entire process.

As we look at each of these areas, we might ask, "How can we do better than we're currently doing? Will the things we are doing every day generate the kind of results we're really looking for?" Those results include extremely satisfied guests and the resulting success that provides meaningful employment for everyone here. This should be our constant and continual commitment.

Right now we are engaged in the creation of the 2005 annual operating plan, preparation for our October Board meeting, and our November report to the First Presidency. Applying the above process provides the framework within which we hope to share a positive accounting of our stewardship and ensure a successful future for the Center.

Not just an accident

I hope we all feel that our being here is not just an accident or just a coincidence; rather, we are part of a plan established by the Lord and there is much that He wants us to do while we are here. He wants us to grow, to be the kind of people that President David O. McKay foresaw, so we can exercise the kind of influence on the world he prophesied of so long ago.

We are on a journey and we do have a long way to go, but we have also come so very far. Let us rejoice in the blessings and in the progress as we look to a bright future.

Thank you for your efforts and for your goodness as we make this journey together.



Von D. Orgill
President

Welcome, New Missionaries

Several new missionary couples recently started serving at the Center, including James and Coralee Ellis from Fairfax, Virginia, 18 months; Merlyn and Jeannine Pack from Lehi, Utah, 18 months; Jerry and Elaine Petersen from Salt Lake City, Utah, 12 months; and Tom and Barbara Orrell from Reno, Nevada, 18 months.

The Ellises, who are working in the Food & Beverage area, have operated several of their own restaurants, and he also spent 26 years working in various capacities in the Marriott organization. This is their second senior mission: The first they spent proselyting in London, England.

"I think it's marvelous what the Lord can do," Elder Ellis said of the Center. "There's no question that there's divine intervention here, and I'm just amazed at the dedication of all the employees."

"To be able to start our working day out with prayer, and then work with young people with high values, is a great experience," Sister Ellis added. "It's also a big difference from the outside world."

The Packs are from Lehi, Utah. Elder Pack has been assigned to work with Physical Facilities, and Sister Pack is in the Mission Complex.

The Petersens are serving their first mission together and have been assigned to the Mission Complex. She's a speech language pathologist on leave from the Jordan School District in Utah, and he's a former western states sales manager for the Nationwide Insurance Company.

The Orrells are from Reno, Nevada. He works with the Physical Facilities and she spends part of her time in Human Resources and part in the Hawaiian Village.



Hale Kuai photo.



Hale Kuai photo.

Hale Kuai Boosts Ali'i Luau Capacity

In the tradition of “the show must go on,” Theater Manager Cy Bridges didn’t let heavy rain stop him from welcoming a group of about 250 guests to the first official Ali’i Luau served in the newly renovated Hale Kuai on August 2, 2004.

Indeed, it’s appropriate that the Hale Kuai has been refurbished — yes, even greatly enhanced with a beautiful entrance, water features, privacy walls, buffet lines, an imu pit, performers hut and a backstage — and returned now to luau service.

Any PCC old-timer can tell you the Hale Kuai was the site of the Center’s first dining facility. Not where the Center served its first guest meals — that was a sit-on-mats feast in the large Samoan fale, but the first area where hundreds of thousands of guests, maybe more, enjoyed the “Polynesian buffet,” accompanied by musicians and dancers. All of the food was prepared in what is now the Banyan Tree Snack Bar kitchen.

For many of those early PCC years, guests who would rather eat the “American buffet” would walk across the parking lot to what is now Laie McDonald’s; but the “real food” and island fun was at the Polynesian Buffet.

And for many more years after The Gateway Restaurant opened in the late 1970s, the Center used the facility as a retail store, hence its name, which simply means “store”

in Hawaiian and reflects its historical rather than its current use.

“This is another one of those little miracles,” said PCC Director of Physical Facilities Projects, Orlin Clements, about the new facility. “With everyone’s cooperation, it only took about 12 weeks to finish. Everybody pitched in. It was a tremendous effort.”

“It came just in time to help us with our summer crowds,” said Alfred Grace, PCC vice president of sales and marketing. “With the tremendous success of our Ali’i Luau package over the past year, we’ve been selling out at the Hale Aloha and the Hale ‘Ohana practically every afternoon. Having the Hale Kuai available is a big help; and when it’s not needed for the Ali’i Luau, it can be used for private group functions. In fact, a private party held the first function in the new Hale Kuai the week before our regular guests got the chance to use it.”

PCC Food & Beverage Director Fifita Unga also thinks “the new Hale Kuai is wonderful. We’re going to fill it in no time.” She adds expanded capacity means she has to fill some staffing positions. In the meantime, PCC catering coordinator Henri Gago oversees Food Service in both the Hale ‘Ohana and the new Hale Kuai.

Gago, who has been working at the Center for about a year, said she likes the new Hale Kuai because of its “small focus. I also really love the five waterfalls we have here. They’re beautiful, and the sound is so serene and relaxing.”

“As far as serving food in the three different locations, you get the same luau in each one,” she added.

Cy Bridges agrees. “I don’t think you can find anything as beautiful and as well set-up as we have here — in all of our venues. They’re all unique. No one can deny the landscape, the beauty, the ambience of each of these settings.”

“Basically, we put on the same Ali’i Luau in each setting. The only difference is how we come on stage, because of the setting, but once we get on stage it’s the same show. We were told it’s supposed to be the same,” he said.

“I enjoy working with all of the performers. One of the main people behind the success of the luau show is David Tiave. He’s real special.”

“He came up through the ranks. He was one of the performers. Often, when we’re short-handed, many times you’ll find him up on the stage dancing. He has a lot of energy. You can give him directions, and not worry about it. It will be done.”

That’s also in the spirit of the Ali’i Luau.

Camakau Gets a New Home in the Fijian Village

The Polynesian Cultural Center's unique 40-foot camakau-style ocean-voyaging canoe finally has a new home in the Fijian village, which Island Manager 'Inoke Suguturaga said is called the vale ni camakau.

Over 20 years ago PCC commissioned the people of Kabara in the Lau Islands of Fiji to make a traditional camakau [note, the letter 'c' in Fijian is pronounced like 'th' in the word 'that']. Using only indigenous materials, they handcrafted the double-hulled canoe in which the smaller hull acts as an outrigger while the crab-claw sail is rotated around the mast so either end of the larger hull can act as the bow when the camakau tacks with the wind.

The late Ratu Sir Kamisese Mara, Prime Minister of Fiji and the paramount chief of the Lau Islands at the time, and his wife presented the finished canoe to the Center, which was displayed in the Market Place. When the Market Place building was taken down about 10 years later to form the main shell of the Hale Ohana and make way for the Food Services facility, the camakau languished in storage.

When the BYUH Hawaiian Studies program started to carve the losepa in early 2001 out of logs imported from Fiji, the plans also called for the camakau to be restored; and when the new Hawaiian voyaging canoe took a brief sail in Hukilau Bay before its dedication later that year, the camakau was right there beside it.

Now it will be on permanent display in the vale ni camakau, which Suguturaga explained is still being completed. "We're very grateful to be able to house the camakau in a proper setting."

He added the village will properly recognize the new structure early next year, with the students participating in the protocol that is rare even in Fiji.

"This is one of the few remaining camakau of its size in the world," he continued, "so we'll be especially proud when it rests in its new home. This new display will help everyone appreciate the technology of our ancestors."

"Part of what we're always trying to do is appeal to visitors and at the same time communicate and share unique aspects of Polynesian cultures with the world," President Orgill added, explaining the new vale ni camakau and the donor-funded plans for creating a new halau for the losepa in the Hawaiian village "make it possible for us to appropriately represent the ocean-going heritage of Polynesia."



Uncle Barney and his wife Auntie Marge

In Memoriam: Epanaia Whaanga "Uncle Barney" Christy

Beloved "Uncle Barney" Christy, 83 — the descendant of Maori prophets and chiefs who at various stages of his life was noted as a rugby player, fisherman, top sheep shearer and master carver recognized around the world, who taught and influenced many other carvers here — passed away quietly at home on September 14, 2004, surrounded by his wife of 60 years, Auntie Marge, and members of their family.

Typical of his lifelong work habits, Christy continued working until June 18, at which time PCC villagers, friends and family celebrated his many contributions and over 30 years of service.

During his funeral on Sept. 28 in the Laie North Stake Center, Naauao Panee and Hawaii Island Manager Keith Awai made a beautiful, special presentation of a chant and leis:

"Where is the man for whom this lei belongs?" Awai asked, replying that Uncle Barney is in the greenstone of New Zealand, "the canoe of the warriors traveling the seas. He is in the houses and the entrance of the

Maori village. He is in the trees that have lived for many years, and are born again at the hands of a master."

His oldest daughter, Isabella Baillie, said he had the "majesty of a great kauri tree (New Zealand Red Wood)...[who] left much beauty around him." His youngest daughter, Marino Callahan, said, "He loved you. He was grateful to rub shoulders with you."

"Dad has affected the lives of so many people," said his son, Angus. "We in the community honored him with the title, master wood carver, but I never once heard him call himself that." He added that his father had "gained the respect of all those with whom he associated."

Hundreds, and perhaps thousands of PCC employees can add their "amen" to that, as can thousands — perhaps millions — of PCC visitors.

Aloha nui, Uncle Barney.



“Ma’u e ma he kakava”

“We receive the bread (blessings) through sweat (hard work)”

This powerful and often-cited Tongan proverb — rooted in the Lord’s commandment to Father Adam: In the sweat of thy face shalt thou eat bread (Gen. 3:19) — is an appropriate theme as we recognize those employees who have reached significant milestones of dedicated service to the Center.

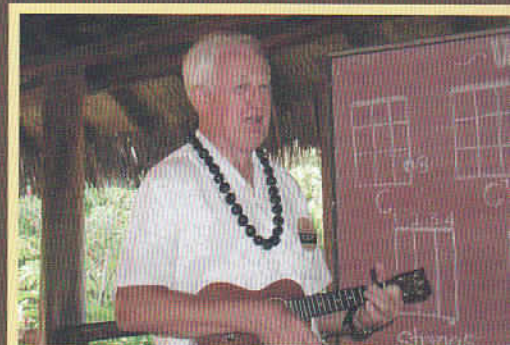
In our beautiful, warm climate, it’s easy to understand the surface meaning of this message, which the Lord described as a curse — but one He did for our sake.

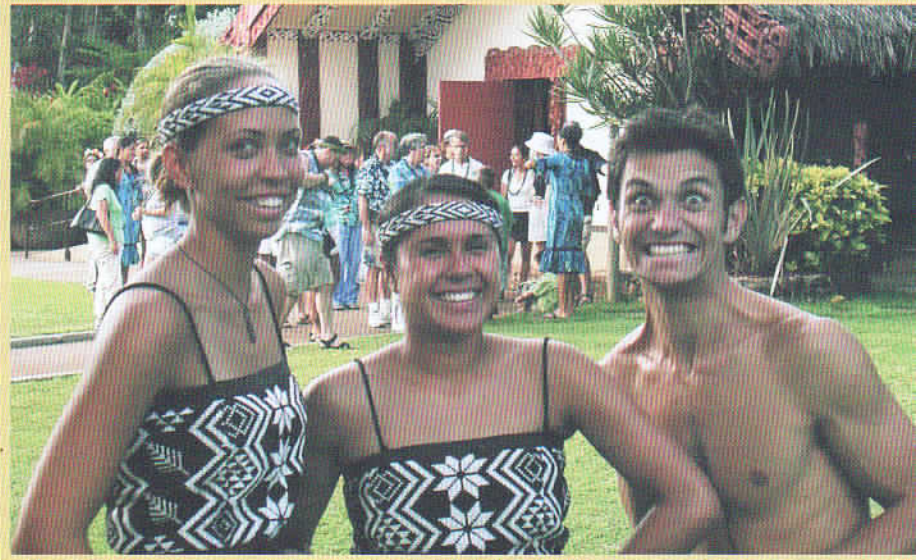
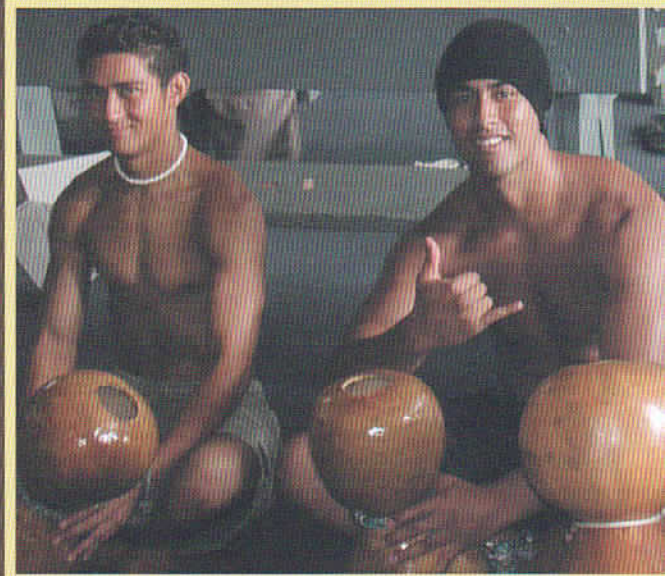
We are all blessed to toil together in this special place, where it’s our privilege to share the aloha spirit with millions of guests. Yes, we work hard, but this is our great blessing; and it’s especially an honor to associate with those who have committed their best efforts to so many over their collective years of service.

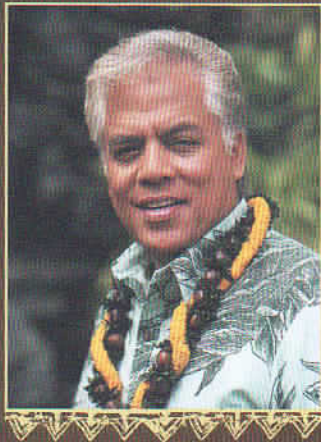
Mahalo nui for your kakava, your examples and your dedicated service.

2004 employee recognition









Cy M. Bridges ~ 35 years

Cy Bridges is an integral part of the PCC 'Ohana having worked in various capacities for 35 years. He began his career at the PCC as a ticket taker, and then moved to work in various areas within the Center including food service, construction and maintenance, cultural presentations, the Hawaiian Village, overseeing the cultural islands, providing direction to the programs and presentations. He has also shared his talent as a performer over the years, serving as a musician, chanter and dancer, as well as emcee of the popular Ali'i Lu'au. His primary goal as Theater Director is to ensure he upholds the standards of the PCC to provide guests with a rich, educational and fun experience in Polynesia.

As a Hawaiian, his work experience has truly been his entire life. Many of his close relatives were icons in the Hawaiian musical and cultural community as well as in the hospitality industry. Although Bridges has always worked at the PCC, he also shared his talents in Waikiki and at Kuilima, which is now known as Turtle Bay Resort, as a musician and entertainer including his own lu'au shows at the Princess Ka'iulani Hotel and the Hilton Hawaiian Village. He is also a world-renown kumu hula with his own halau, Hui Ho'oulu Aloha, which he teaches free as a service to the local community. The award-winning halau has participated in the annual Merrie Monarch Festival in Hilo, as well as the King Kamehameha Hula and Chant Competition. Bridges is a fixture on the judges' panel at the prestigious Merrie Monarch Hula Festival, which draws hula enthusiasts from around the world each year. He also teaches hula workshops to interested groups around the world and serves as a leader on various boards supporting Hawaiian culture and history.

Whether its sharing his culture with guests or employees, or infusing his love of music and dance in the shows and programs at the PCC, Bridges' valuable efforts continue to make the PCC special for generations to come.

schedule of events

wednesday
20 all day

DEPARTMENT RECOGNITION

thursday
21 9:00 am

IMAX THEATER | Employee Team Meeting | Gifts & Door Prizes!
HALE OHANA | Luncheon following Team Meeting

saturday
23 7:00 - 9:00 am

PCC RUGBY FIELD | Sports Event & Breakfast | Games & Prizes!



POLYNESIAN
CULTURAL CENTER



Dalvanius USA Tour 2004 started at PCC

Maori Group Kicks Off U.S. Memorial Tour at PCC

The extended family performing group of the late Dalvanius Prime, a Maori performer from Taranaki who gained immense popularity in New Zealand when he combined traditional and modern music, premiered their Dalvanius Memorial USA Tour 2004 at the Polynesian Cultural Center on September 23 in the Hale 'Ohana.

Both the traditional Maori and more Motown numbers, featuring the Fascinations who sing golden oldies patterned after the Supremes, thoroughly delighted the modest sized crowd.

"Dal loved Maori music and Motown. We're carrying on his legacy," said Nephi Prime, Dalvanius' brother and a BYU-Hawaii graduate and former PCC employee. He explained after the Laie performance, the group would perform in Los Angeles, Las Vegas, St. George in Utah and Salt Lake City, where the younger Prime would marry former BYU-Hawaii and Aotearoa employee Julia Austin.

Prime and the group paid tribute to his brother, who passed away two years ago, and a number of Polynesian Cultural Center "family" members who recently passed away in Hawaii with a touching, heartfelt himeni (hymn).

He also told school-day stories about hanging with his "rascal" mates — Alfred Grace, Hans Brown and William Mahoni: "Rugby in the morning, swim at the beach in the afternoon, and then Ellen Gay [Dela Rosa] would call a double show. I used to really enjoy performing in the night show."

After visiting the Maori village, Prime said, "They're every bit as good as us, and that's the legacy that continues." About the rest of their tour, he added, "Our message is about peace. It's all about love. It's about unity."

Guests Mail In Their Mahalo

Several guests who visited the Center over the summer on separate dates took the time to thank PCC staff in writing.

A woman from North Carolina, who recently made her seventh visit to PCC, wrote that she and her family "always had fun, but this year we had an exceptionally enjoyable time" due to their outstanding guide who was "funny, friendly, helpful and professional. He made us feel special and, without a doubt, this was our best visit yet."

She added he was "certainly a wonderful ambassador for the PCC." The guide? Mahalo to Marvin Isles.

Another woman wrote PCC "was truly the highlight of our trip to Hawaii" because of their Super Ambassador guide, who was "polite, informative, helpful, had a great sense of humor, and gave us a wonderful insight into the history of the people and the Center itself."

"I am now recommending to friends that are planning a trip to Hawaii to not only visit your Center, but if at all possible to take the Super Ambassador package. I truly feel that the attention and information provided to us...enhanced our experience at the Center one hundred fold."

The guide? Mahalo to Rachel Hapi.

And two other ladies wrote, "What struck us the most about everyone was how friendly and in harmony they all were. In fact in Fiji when we were taking pictures, two students — Kristelle and Paulo — were very nice in offering to take our picture with them and others around the village, and in talking with them and getting to know them better, it made our experience more personal."

"We're so glad that we didn't skip out on this experience. We tell everyone that you really haven't done Hawaii if you don't see the Polynesian Cultural Center. Thank you so much for enlightening us."

And the Awards Go To...

July Clean Up Winners:

Fiji and Hawaii, Gold
Tahiti and the Marquesas, Silver
Guides Department, Bronze

July Outstanding Service:

Food & Beverage Department:

Alofa Magalei	Arunmozhi Rajikaanu
Bonaparte Purcell	Christine Gonzales
David Lau	Douglas Sibanda
James Kamae	Oliver-Joseph Moors
Olsegun Shoroye	Salesi Hingano
Tommy Suhr	

Security & First Aid Department:

Sharmili Lapana	Ungatea Lolohea
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August Clean Up Winners:

Mission Complex, Gold
Hawaii, Tonga and New Zealand, Silver
Alii Luau and Fiji, Bronze
Samoa, Most Improved

August Outstanding Service:

Food & Beverage Department:

Linda Fields

Guest Services:

Eriko Onizuko	Yoshihisa Fujino
Kenta Inomata	Yusuke Tachibata
Nobuto Oshima	Karin Kubo
Emiko Dodson	Junichi Shimoda

Islands:

Kaipo Manoa	Desterney Newton
Mark Clawson	Tama Halverson
Jarom Ah Quin	Karlin Nelson



Tahitian Festival photo



Tahitian Festival photo



Tahitian Festival photo



Tahitian Festival photo

Tahitian Festival

The Polynesian Cultural Center's fourth annual Te Mahana Hiro'a o Tahiti – Tahitian Cultural Festival from July 16–17 featured some of the cutest kids, fabulous costumes, the always exciting rhythms of Tahitian drumming, and outstanding dance routines.

Almost 100 young dancers competed in the solo preliminaries on Friday night, June 16, before a full appreciative audience in the Hale Aloha. The dancers divided between the tamari'i (ages 2–11) and taure'are'a (ages 12–18) divisions. The semi-finalist soloists competed again on Saturday morning in the Pacific Theater before over 1,000 proud parents and others, followed by four groups vying for top honors in aparima, ahuroa and ote'a.

Papeete-born Raymond Mariteragi, the PCC Director of Cultural Islands who oversees the PCC French-Polynesian islands of Tahiti and the Marquesas (as well as Hawaii and Fiji), explained "this year's competition covered two broad categories of Tahitian dancing: ote'a or traditional drumming dances, and aparima or

the more modern dances performed with music and singing. The difference is somewhat like Hawaiian kahiko and auana styles of hula. The ahuroa is a sub-style of the aparima, more like a Hawaiian hula, but the girls must wear a long mu'umu'u-like dress, which is also called an ahuroa."

Delsa Moe, PCC Director of Cultural Presentations who emceed the event along with co-host Pulefano Gale'a'i, said this year's festival was "really creative. All of the children are so talented, even the little ones have skills equal to the older ones."

BYU-Hawaii student dancer Erena Teri'irere, who is from Bora Bora helped keep the young competitors organized, agreed. "A lot of the best dancers seem to be from around here," she said.

Moe explained all the dancers were judged on originality, creativity and neatness, up to 50 points; up to 150 points "for the accuracy of feet and hip movements; precision, timing and transitions between beats, up to 100 points; energy and stamina, 100 points; and overall presentation, another 100 points.

The judges included long-time PCC employee Mahana Mo'o Pulotu; PCC alumni Rose Mapuhi Perreira from Honolulu and Etua Tahauri from Hauula; former Mrs. Tahiti Jeanne Mou'a Larson, and choreographer Tunui Tully.

The overall winners included Chelsea Clement for the tamari'i girls and Jon Tapusoa for the boys; Vaitiare Napa'a from Tamarii a Hiva for the taure'are'a girls and Toa Leiatava from Nonosina Hawaii for the boys; Tamarii a Hiva led by Cathy Teriipaia in the aparima; and Nonosina Hawaii led by Jon and Tiani Mariteragi in the ote'a. The complete list of winners and participants in every category can be found on the PCC website at www.polynesia.com.

It was a great festival! Mauruuru to the sponsors: Christian and Patricia Wilson's Treasures of Tahiti, The Original Hula Supply Center in Honolulu, and Etua Tahauri's Hawaii Polynesian Cultural Supply; and also to house drummers Lloyd Chandler, Aldo Mapuhi, Dinah Parker and Sonomi Takashita from Tokyo.



Group shot of the Promo Team

The PCC Promo Team Performs in Cambodia, Vietnam, and Korea

The PCC promo team's recent performances in Cambodia, Vietnam and Korea included sharing not only the cultures of Polynesia but also the gospel of Jesus Christ.

Les Steward, Assistant to PCC President Von Orgill, explained that the promo team was "invited by the City of Honolulu to participate in their sister city relationship with the city of Hue, Vietnam, in their Cultural festival."

Before going there, Steward, PCC Senior Manager Ellen Gay Dela Rose, who oversees the promo team, and team members Mary Alisa, Tali Alisa, Marie Falevai, Larie Langi, Pewa Dela Rosa, Milton and Travis Kaka, Boyd Lauano and Thomas Pa'a Sibbetts, first flew to Phnom Penh, Cambodia, at the invitation of the Area Presidency who "wanted the members there to see the internationality of the Church."

"We gave a fireside on Monday, June 14, for the members, the missionaries and investigators there, with over 650 people in attendance. On Tuesday, June 15, we did two performances with over 1,200 people in attendance. There were so many people who wanted to come, we had to add a second show," said Steward, who

explained "Cambodia is a developing country and the people were very warm and anxious to know who we were. They were very intrigued by Polynesian culture and the costumes the promo team wore."

"It was really a spiritual experience," said Dela Rosa. "I wish all at the PCC could have that opportunity. It gives you a whole new perspective. Here [at the PCC] we're day-to-day; but to see the Church in action gives you a whole new appreciation."

Steward added that the Mission President for Cambodia, President David J. Towers said "Cambodia will never forget you. You were spectacular, both in our Mission Family Home Evening and in your public performances."

"Going to Vietnam was also definitely worthwhile," Dela Rosa said, adding that President Orgill gave the promo team "a blessing that really prepared us. I cannot express enough gratitude for the promo team. Most of them are return missionaries. Miracles literally happened."

Mary Alisa, for example, told the employees at the last Team meeting of losing her visa to enter Vietnam before leaving Cambodia. With the help of the mission president and a member who spoke Vietnamese, "we got a new visa in about 30 minutes. This was a miracle to me, because usually it takes about two weeks."

"That showed me with God, nothing is impossible," Alisa said, "and also when God has a plan, He always makes a way."

"The Polynesian Cultural Center is here and has been dedicated for us to continue the work of our Heavenly Father," Dela Rosa added.

From Vietnam, the promo team continued on to Korea.

"The promo team is like a lightning rod that represents all of us," replied Jim Hopkinson. "Whatever our job — whether it's to work in an office here or to dig a trench or to lay a conduit, or whether it's to keep our cars functioning, or whether we're cleaning up various items in the kitchen, or whether we're emptying rubbish cans in the concession areas or throughout the Center or if we're directing traffic in the parking lot, or you're teaching someone how to make a beautiful quilt, or you're representing a culture in the villages, or you're hiring and helping people to become employees — whatever it is that we do, it's so important and so needed."

"This is a great work," he said, "and it is a place of miracles."

Employee recognition

Some might say you're just doing your jobs, but many of you fill your assignments and responsibilities with so much extra aloha that guests are deeply impressed and just have to let us know.

For example, the wife of a man who visited on June 22 wrote to thank Jeremy Burgener in First Aid and PCC Security Supervisor, Sue Pualoa who helped her husband:

We bought our tickets and before we could go into the Center, my husband developed a migraine headache. He was assisted to the First Aid station and was later transported to the hospital. We came back to the Center with Security in order to catch the bus back to the hotel.

I cannot begin to tell you how much we appreciated all of the kind staff at the Center. Jeremy in First Aid was wonderful and Sue from Security went above and beyond to help us. I can truly say I have never experienced such hospitality, and wanted to commend and thank your staff.

Congratulations to Jeremy, Sue, and the others who helped, and also the following PCC employees who were recently recognized for their outstanding work:

Food Services:

Kaimi Hanohano
Lisa Wilani Vaimo'ui
Amelia "Masina" Fifita
Sariah Daquioag
Hoi Sha Chenung
Noelani Tonumaip'e'a
Dora Tu'umatavai

Islands:

Raquel Paki
Marcia Perret
Karlin Nelson
Hayley Kenny
Sela Feinga
Eseta Toelupe
Yukari Nakano
Kap Te'o-TafitiTu'iala
Savai'inaea
Pili Uili

Guides:

Toshiyuki Takata
Roxi Marsh
Tim Denley

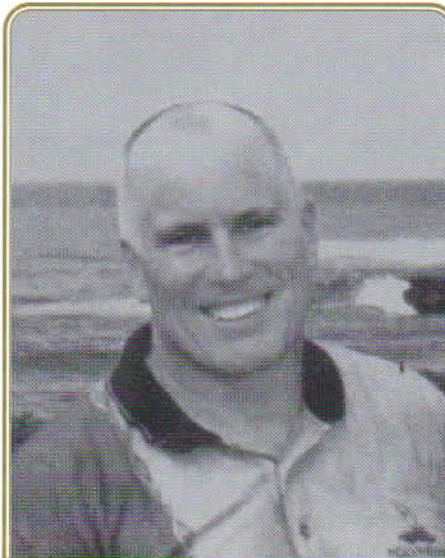
Maintenance:

Paea Vaimo'ui

Theater:

Dimitriy Samus

Mahalo for the extra miles!



Jim Hopkinson, Chief Financial Officer

PCC update

A very busy summer drives excellent results, Chief Financial Officer Jim Hopkinson told Center employees at the PCC Team Meeting on July 29 that "our paid attendance is well above last year. Consequently, revenues are also well above last year. That's tremendous news."

"Overall, our expenses were below our expectations," he continued. "The overall bottom line is almost a record for the Cultural Center."

Hopkinson also said that "if attendance this year tracks the way we're projecting right now, it will be our highest year since 1997...and the revenues are an even more positive story."

Tipping policy clarified

Turning to other matters, Hopkinson responded to an article about PCC employees receiving tips in a recent BYU-Hawaii Ke Alaka'i article by stressing that "tipping is not required. Our employees are here to serve [the guests]."

If guests insist upon tipping, he suggested student employees say, "If you would like to

contribute, we can accept your donation on behalf of the student scholarship fund."

"From these donations, nothing goes into a party fund, which is one rumor I heard. The monies in the past were held and used to benefit the employees. For example, we have a long-standing policy if there's a death in the immediate family that a small death benefit, a remembrance, is given to the family."

"Effectively, since 2002 we have been donating all of these donations to the PCC work-study internship fund. Most of these monies are eligible to be matched," Hopkinson continued, "so it really behooves us that as much of these donation as possible are turned in and recorded."

"Apparently from the article," he added, "there are some of our employees who choose to keep those monies. That is contrary to the nature and spirit of what we're trying to do here."

Hopkinson explained that if students were to receive tips, it becomes an Internal Revenue Service issue, with the funds considered income. He encouraged all employees that "the best way to benefit the Cultural Center and yourself is to make sure those monies are turned in."

In closing, Hopkinson said, "This organization is part of the Church, and while we're employees, we're truly serving the Lord's work as we do our best to do our jobs."



55-370 Kamehameha Highway, Laie, HI 96762
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