

OCT. 28, 1992



IMUA POLENISIA



THE VOICE OF THE POLYNESIAN CULTURAL CENTER

Happy 29th Anniversary PCC!



Looking Forward to a
Significant Third Decade.

*One of hundreds of volunteers, Easter Logan Sr., helped
build the Polynesian Cultural Center.*

PCC... IN THE NEWS

*Cowley County Reporter
Burden, Kansas*

"Tuesday morning reservations were made to go to the Polynesian Cultural Center. No one visiting Oahu should miss this. We were transported there and back by Polynesian Adventures and our bus driver, "Cousin Charly". He was very informative and entertaining.

The Polynesian Cultural Center was started to give students from the islands of Hawaii, Samoa, Tahiti, Fiji, Tonga, the Marquesas and Aotearoa (New Zealand) a way of earning money to attend the Brigham Young University. Each island has a place to show some of the life styles of their island. The program of the Samoa Islands was especially entertaining.

A short program in the afternoon demonstrated the dances of each island. These are done on long canoes in a small pond. We were also treated to a ride on the double-hulled canoes around the center as the misty rain fell. After the evening meal, the Brass Band entertained until time for the fabulous evening show."

Center Alumni Appointed Circuit Court Judge



Judge Bode and Beth Uale, with son Crichton, are pictured with parents Jack and Fia Uale.

Center Alumni, Bode A. Uale, whose grandfather immigrated from Samoa to Laie 70 years ago, became the first Samoan last Tuesday to be inducted a Hawaii District Family Judge of the Family Court of the First Circuit Supreme Court.

Judge Uale began as a busboy in the old dining lanai. He was also a Fijian dancer in the Night Show under Emosi Damuni, a Laie Tour Guide and a Waikiki Rervations Night Supervisor.

In his remarks, Judge Uale expressed gratitude for the opportunity to serve the people of Hawaii and promised to live up to the high expectations of his family and the Samoan community.

Judge Uale is the son of Jack Uale, promotion team supervisor.

TOUR GUIDES ARE INTRAMURAL WINNERS

The Guides department team won the Intramural Flag Football Tournament according to the program coordinator, Valusia Talataina. The Warehouse team took second place.

Talataina encouraged departmental teams to prepare for the next featured sport, co-ed softball. For further details, contact him at extension 3065.



Mary Redira, Custodial Supervisor, shows off her new PCC t-shirt

HAPPY BIRTHDAY PCC!

Employees gathered at the Kahuku end of the Gateway Restaurant last Monday morning to celebrate the Center's 29th birthday.

Center president Les Moore and his officers were on hand to greet everyone. After picking up their new 1992 PCC t-shirts, employees enjoyed cake and ice cream. Birthday refreshments were available from 10:00 a.m until 2:00 p.m.

In his brief remarks, Moore reminded employees of the Center's prophetic mission. "We won't fail if we live righteously, set the proper example and manage correctly," he said.



Center Quarterly Report Upbeat & Inspiring

The Center Quarterly Report given by PCC president, Les Moore, proved upbeat and inspiring to over 300 employees who attended last Thursday's meeting in the IMAX Polynesia theater.

In his remarks, Moore said new professional management techniques learned and implemented by Center leaders have produced increased team spirit, greater unity and better-coordinated leadership.

Fulfilling 12 of 14 major strategic objectives this year has upgraded work performance and developed renewed commitment and cooperation, he said.

Moore enumerated specific details about the Center's finances, confirming "we have increased attendance and significantly increased revenues over last year". Two increases in salaries and wages for full-time workers during a market down turn year has resulted in strengthened employee morale and job performance, he continued.

Moore praised the significant accomplishments of the last quarter—the focus of Center employees on selfless service to each other and

guests; the growth of officers and management in leadership techniques and accountability; the physical improvements through landscaping, building renovations, demonstrations and theater productions; the financial gains where less has been spent than budgeted and decreases have occurred in the debt balance.

It was in describing future projections and directions that Moore inspired and excited his audience.

With conviction and emotion in his voice, he outlined enhancements to existing Center programs. He talked of possible additions of new island cultural exhibits such as Easter Island and Cook Islands to the existing Islands of Polynesia; a Gardens of Polynesia exhibit; a new Night Show highlighting the value systems of Polynesia; a first-class museum; new food presentations; and international exposure for employee artists and cultural leaders.

Moore reiterated the importance of PCC as a premier cultural center management consulting organization for the whole world. Emphasizing the importance of cooperation with BYUH in these

future efforts, Moore also spoke of establishing PCC as a center for Polynesian research and introducing a program to raise funds from donors to support Polynesian cultural development and goals.

Moore spoke of other future developments — some requiring a renewed commitment to BYUH student employees.

In his closing comments, Moore expressed his gratitude to the Board of Directors and their profound input on the Center.

"Elder Oaks, our chairman, takes the time to become involved in important issues related to the ongoing growth and development of the Center. The commitment and selfless service from the board members are equally appreciated and always welcome," he said.

Moore also saluted and congratulated all Center employees on their earnest efforts and sacrifices for the Center.

GIVE ME FIVE Facts about Marquesas Islands

1. Was the first archipelago to be found by Europeans in 1595 by Don Alvaro de Mendana.
2. "Blackbirding" (kidnapping of men for transportation to guano, salt and silver mines in Peru) severely depopulated and demoralized the people.
3. Is the most rugged of the Polynesian islands with high mountains separated by steep, heavily timbered valleys.
4. The people are divided into small, isolated tribes.
5. Food scarcity is attributed to fishing difficulties due to the absence of a protective barrier reef and long periods of drought.

EDITORIAL *by Rubina Forester*

DISHONESTY DESTRUCTIVE TO CENTER OHANA

The following article is based on an in-house bulletin for BYU-Provo under the direction of the BYU Auditing Committee. It has been adapted to the Center policies and situations.

Dishonesty exists at the Center and one of the most difficult tasks of supervisors, managers and administrative officers is to discipline, dismiss and prosecute personnel who involve themselves in dishonest acts in their job assignments.

While dishonest workers constitute only a very small percentage of Center personnel, the destructive effects spread pain and hurt to fellow-workers, the Center's reputation, the families of those involved and to the violator.

Internal controls exist which spell out policies and set out financial accounting and standards of honest behavior. But often the perpetrator preys upon innocence and lack of guile to commit acts of fraud and dishonesty which must be reported to the proper authorities.

The following are indicators of possible dishonest acts which may lead to employee wrongdoing.

1. Loose Internal Controls.

The most common contributing factor to fraud is the absence of effective internal controls. Any time a dishonest act can occur that would not be detected by the conventional accounting system or by normal observation, there is generally a weakness in internal controls. This may be reflected by lack of separation of duties, lack of documented authorization for transactions (always retain receipts), no independent checks for transactions that could

result in personal benefits and even poor hiring practices.

2. Poor Management

Philosophy. If management personnel set an example and verbalize their intolerance for employee dishonesty, much internal fraud could be prevented.

3. Disregard or Lack of Understanding of Center Policy.

Cases of dishonesty often are a direct result of violating Center policy in such areas as cash handling, travel expenditures, surplus equipment, purchasing supplies and equipment, and payroll-related expenditures. In these areas, intent of the violator is sometimes difficult to determine, but repeated offenses and blatant disregard of policies can result in determining fraud.

4. Lack of Administrative Oversight.

All Center employees should expect to be accountable for their actions. This means there should be some kind of administrative oversight for all personnel. Serious problems occur when this oversight is absent or ineffective.

5. Improper Use of Center Resources.

Center resources are intended for Center purposes. Although the Center permits

"normal" use of Center property, it generally refers to limited personal use of one's office or other nonexpendable items only. Expendable supplies — postage, long distance phone calls, tools, food, photographic equipment, etc. — are not to be used without permission, and even with permission, prompt reimbursement to the Center is expected. Other personal uses which come into question are using PCC vehicles, borrowing of costumes and artifacts, etc.

6. Treating Specially Designated Center Accounts As Personal Funds.

All accounts maintained by the Center are considered to be Center funds and are covered by all restrictions of Center policy and budget restraints. Use of these funds for inappropriate personal benefit or gain is a violation of both Center policy and expected ethical behavior.

Honesty is a universal condition of employment. In that regard the Center is no different from any other business or organization.

Consequently, all Center administrators, managers, supervisors, full-time workers and students are expected to conduct themselves honestly at all times.

ALOHA UNITED WAY CAMPAIGN SEEKS CENTER SUPPORT

The Center's coordinator for the Aloha United Way, Sam Langi, is once more soliciting the kokua of PCC employees to contribute to this statewide program. Representing 66 service agencies who provide services to more than half the population of Hawaii, the Aloha United Way has made available pledge cards for every employee at Personnel on which they can submit their contributions through a one-time donation by cash or check. Contact Sam Langi at extension 3192 for more information.

The Center marked its 29th Anniversary Year on October 12 in quiet fashion doing what it does best — serving guests from all over the world.

An article in the Labor Missionary Annual published in early 1963 reads: "At this writing the opening of the Cultural Center is only a few months away. Construction requires only the finishing touches. The cultural and the business phases of the operation have been effectively meshed. It requires only the advent of the people from their homelands who are to occupy the various villages to complete the organization.

"On October 12, 1963, the Center will be thrown open to the world, the only institution of its kind in existence. The world will see it as one of the greatest tourist attractions in Hawaii. But the Latter-day Saints should also see it an ideal made real, a mighty force destined to revitalize the fading culture of Polynesia, to aid in

CENTER MARKS 29th ANNIVERSARY YEAR

the education of Polynesian youth and, complementing the nearby Hawaiian Temple, to bring hundreds of thousands of travelers into the gospel orbit."

The PCC has been Hawaii's No. 1 paid visitor attraction since 1977 and is acknowledged as perhaps the most successful cultural theme attraction in the world based on longevity and its guest participation format. It has hosted more than 23-million guests since 1963.

In addition, the Center has provided the sole employment base for over 26,000 BYUH students who literally "worked and paid" their own way through college as part-time Center employees. The Center has been a means of providing more than \$105 million to BYUH since 1963.

In the June 20, 1992, State

of the Polynesian Cultural Center Report, the following statement describes future opportunities targeted by Center management: "We will position the Polynesian Cultural Center to

become the world's most complete participatory experience created to share with the world the cultures, diversity and spirit of the nations of Polynesia — all in one place. Our guests will leave our grounds filled with wonderment about this special place and its special people. They will be anxious to share their experiences with the hundreds they meet, and they will feel an unexplainable longing to return to the Center, again and again."

As the Center looks forward to a landmark 30th anniversary next year, it is significant to note that celebrations will be conducted throughout the entire year reminding employees and guests the Center provides memorable experiences of a lifetime — rather than just a site or place to see and visit.



*Mark Clawson welcomes
President Moore to the Maori Village*

PRESIDENT MOORE CELEBRATES FIRST YEAR AT CENTER

Before leaving to represent the Center at the Pacific Arts Festival in the Cook Islands, October 12, President Les Moore and wife Jeanie together blew out the single candle atop of a three-tiered anniversary cake signifying the completion of their first year at the Center.

The brief surprise celebration, arranged by the PCC Management Team, included the special presentation of a mango wood poi pounder and two koa wood goblets to the Moore's.

In his remarks to Moore, PCC Board member Eric Shumway praised him for his many accomplishments and quoted a Tongan proverb: "Ona e lau kafo, lau lava!" Shumway said. Translated: "Consider not the wound, but consider only the victory."

Before the cake cutting, Moore expressed his heartfelt appreciation and affection for Center employees indicating he was touched by the remembrance of an important and challenging turning point in the lives of he and his family.

Winning Isn't Everything

by Miller Soliai, Training Manager

Kimo was getting a little nervous listening to his manager Mamo in the next office. Mamo was at it again, this time on the phone.

"No, it's not like that at all!" Mamo shouted. Here's the way you're supposed to do it. Now, listen."

Mamo was talking to someone from another department about filling out a requisition form for some supplies.

Mamo had to be right no matter what. Customer, business contacts or fellow worker, it made no difference. Mamo had a tendency to argue a point or insist that something be done his way. Few people in the company wanted to cooperate with him.

If you find yourself in this same situation of always defending your ideas and opinions, perhaps it's time to take stock of your interpersonal techniques. Make sure you always approach others with enthusiasm and respect. Eliminate the irritability and cynicism in your voice.

Here are some other key points to consider:

- Think about the reaction. If you have a smart aleck response on the tip of your tongue, it may make your point. But how will it be received by the other person? Some people might think your comment rude, nasty or sarcastic.

- Most people really want to get along with everyone else. An off-hand remark or a pointed reference not only turns other people off, it will drive them away. Then, it's almost impossible to get the help and support when you need it.

- Put yourself in the other person's shoes. How would you feel if you were talking to someone and received a curt or less-than-courteous reception? Would you feel bad or hurt? Would you fume silently? Would you tolerate such abrupt behavior?

- Watch your tone of voice. People react differently to the way others sound. You may be used to

speaking in a firm, direct tone. Some people could interpret that as bulldozing, impatience or condescension.

- Talk with your fellow-workers, not at them or down to them. Ask some trusted co-workers to give you some feedback. You might learn a lot about how you're perceived — perhaps considerably more than you bargained for!

- Work toward compromise whenever you can. Sometimes disputes occur in the workplace. Some people would rather be right and win an argument than anything else.

In the long run, you gain nothing if you strive only to prove yourself right and your opponent wrong. You might win the battle, but you've lost a potential professional ally and friend.

If it's a customer you're talking to, you may lose his or her business for good. Instead, look for points upon which you both agree. Work from there to reach a win-win situation.



DMBA HOTLINE by Grace Lee

DMBA offers three medical plans (DMBA, Plan A, Plan B, and Kaiser) to full-time employees of the Center. There is an open enrollment period each November which allows employees to change from their current medical plan to one of the other plans that is offered. The coverage change becomes effective January 1 of the following year.

The PCC Human Resources Department or DMBA have enrollment and change forms required for employees to complete to change plans.

Forms will need to be returned to Human Resources before November 30, 1992, for changes to be effective January 1, 1993.

A comparison brochure of the three plans is available at DMBA for your information. While it does not describe each in detail, it does point out highlights and important differences to consider.

Three open enrollment meetings for Center employees are scheduled both in October and November. It is important that employees attend one of these meetings to obtain first-hand information on plan and benefit changes for 1993.

The next open enrollment employees' meeting is scheduled for November 5, 1992, in the PCC Training Room at 9:00 a.m. Representatives from DMBA and Kaiser will be present to explain plan and benefit changes for 1993 and also answer any questions employees might have on these plans.)



Bill Keni, Shonna Harris, Adele Wirihana and Jon-Raymond Mariteragi

PROMO TEAM RETURNS FROM GERMANY

A PCC Promotional Team representing the State of Hawaii recently returned from a five-day tour to Germany and London. Lead by Alfred Grace, PCC's Director of Westbound Sales, the group visited Germany's major cities — Hamburg, Dusseldorf, Frankfurt, Berlin and Munich. The team included dancers Bill Keni, Jon-Raymond Mariteragi, Shonna Harris, Adele Wirihana and musicians Ellen Gay Delarosa, Cynthia Maio and Dallin Muti.

"We spent a day in each city," said Shonna Harris. "Sometimes we performed for television. However, most times we presented shows at banquet-type meetings before travel agents numbering as many as 250 to 450."

Ellen Gay Delarosa added: "There were many other vendors there such as Outrigger Hotels, Aloha Airlines, Sheraton Hotels — but we were the only attraction and performing group there. Besides putting on shows we greeted guests."

"All the team members considered themselves fortunate for

the opportunity to represent Hawaii and the PCC. We're so confident of the great job we did we want to warn the German-speaking guides to be ready for all the German guests who'll be flocking through our gates. In fact, it would be a great idea for every employee to have a "Guten Tag" on the tips of their tongues!"

The promotion was sponsored by United Airlines.

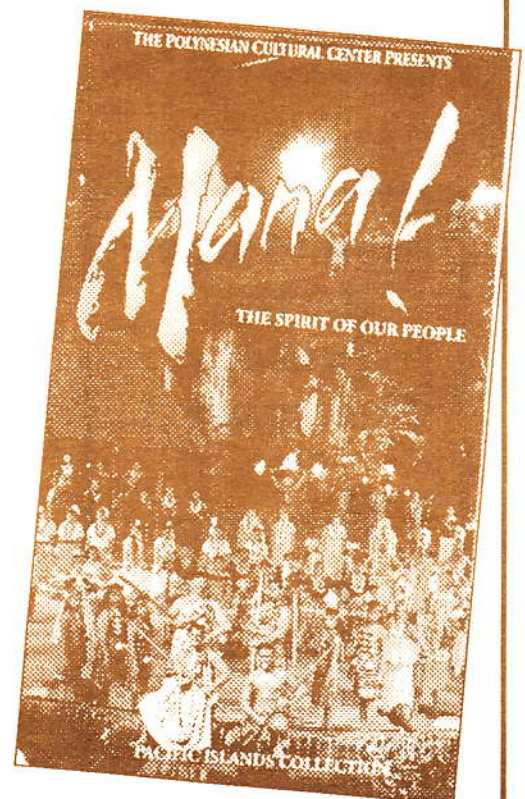
TV SHOW TO FEATURE CANOE PAGEANT CLIP

The Center has given permission for a video clip of the Pageant of the Long Canoes to be featured in the popular ABC television show, America's Funniest Home Videos. The film clip by a PCC visitor, who submitted it to ABC, shows Paueli Faumuina Jr. falling off the canoe during the Samoan dance section.

NEW NIGHT SHOW VIDEO AVAILABLE FOR \$5 TO EMPLOYEES

The new night show video, "Mana! The Spirit of Our People", is now available for Center employees to purchase at a special price. The new video and all others are available for \$5 for the first one and 25% off additional video purchases.

Videos can be bought at the Museum Stores office by Maintenance from 8 — 5 p.m., Monday through Friday. Videos may be purchased at the IMAX store but because it is a retail location, the videos will be sold at the normal retail price.



LETTERS FROM SATISFIED CUSTOMERS & FRIENDS

Former PCC missionaries, Elder Owen and Sister Dorene Ford, recently wrote to the Corporate Communications Department saying: "You'll never know how much we have enjoyed receiving Imua Polenisia each month. We read it literally from cover to cover and are so very interested in what's going on at the PCC. We've been very impressed with the calibre of the paper and think the staff is doing a great job. Our congratulations to all of you."

Dear Sirs,

Please accept my admiration for the unique Cultural Center; for its heavenly appearance; for the fabulous reception, guidance and entertainment that you offered us, and for the kindness of your students.

For all this I want to thank you not only in words but with the invitation to anyone who wants to visit Crete — from the Board of Directors, from the teaching staff of the university, from the native students — to come and stay with me.

Crete is located in the "center of the world" in the middle of the Mediterranean, about 200 km from Africa, Asia and Europe.

Yours sincerely,
I. Mantidahnz
Crete, Greece

**Don't forget
to vote
Tuesday,
November 3.**

***You can
make a
difference!***

BYU FOOTBALL TEAM VISITS CENTER



Last month about 125 players, coaches and family members of the BYU football team visited the Center. In Hawaii to play the University of Hawaii (they lost 36 — 32), the Cougars were first hosted in the Islands of Samoa chief's house where they listened to demonstrations and were entertained with traditional performances.

They were boarded to three waiting canoes which carried them on a tour through the Islands of Polynesia. On the way, one of the players, a returned missionary from Taiwan, greeted in Mandarin a Chinese group playing the bamboo in Fiji.

The Cougars next activity, viewing "Polynesian Odyssey" at the IMAX theater, provided them with an opportunity to participate for the first time in a large-screen cinematic experience.

The Provo group ate at the Gateway buffet with both players and coaches refilling plates with baked chicken, deep-fried mahimahi, and dessert of pineapple bars and guava cake.

Everyone returned to waiting buses following dinner because they could not stay for the show. Head coach LaVell Edwards was officially greeted by Center president Les Moore. Edwards thanked Moore for the Center's hospitality on behalf of his team.

A CUSTOMER COMPLIMENT

We and our friends have worked for two years for the opportunity to come to Hawaii. When we called to leave a message that our party of 11 would be arriving late, we asked that our Ambassador Tour start without us. We were surprised to find out that our reservations had been made incorrectly. We were very shocked and disappointed because we had reserved the front row and we had been logged in as "no shows" three weeks earlier than we had arranged.

But Dave and a host of others pulled a miracle out of a hat for us. Not only were we assigned a charming and delightful tour guide, Ronnie, we also ate an excellent prime rib dinner. Somehow you arranged front row seats for us and we enjoyed a most memorable show. Thank you all for taking care of us and our friends.

We truly had a wonderful anniversary with all of you there. You all made it so wonderful! Thank you! Thank you!

Love,
Mr. & Mrs. Theurer and Friends

CENTER AWARDS TEACHER OF THE YEAR

Hawaii's 1992 Teacher of the Year, Glenn T. Minami of Kaiser High School, was awarded \$3000 by the PCC last Thursday, October 22 at a Board of Education meeting in Honolulu.

The Center sponsors both the annual District Teacher of the Year and State Teacher of the Year awards which are given by the State Department of Education. The PCC contingent was led by PCC president Les Moore, David Hannemann and a special Samoan presenting group.

The award ceremony included other gifts to Minami which represented the Center's respect for excellence, service and educational leadership.

Seven district winners each received \$500 from the Center.

Minami, an Industrial Arts teacher, was the Honolulu District Teacher of the Year. He also qualifies for the National Teacher of the Year competition.

In representing the Board Of Directors and the PCC, Moore commented, "As our youths are one of our most important assets, the Polynesian Cultural Center is pleased to contribute to the educational development and growth of the students of Hawaii."

NEWMAN'S BID ALOHA TO PCC OHANA

PCC service missionaries, Elder Boyd and Dorothy Newman, are headed back to Seattle, Washington in mid-November after a successful two-year mission. Each has made a valuable contribution to the Center and the significance of their efforts will be remembered both in the Mission Complex and the Maintenance department.

Sister Newman has been sharing with guests the history of early Christian missionaries in Hawaii and the special relationship between BYU-Hawaii and PCC. She worked in the Mission Complex.

"How can I ever forget the memories such as the group of handicapped guests making the "shaka" sign as best they could from their wheelchairs or the Chapel full of ministers from different denominations playing and singing hymns."

In the last several months, Sister Newman has worked with Cindy Rapu collating photographs taken of special guests and arranging them in commemorative photograph



albums.

Elder Newman's main contributions have been as a consulting electrical engineer with the PCC Maintenance Department providing technical advice, investigating engineering problems, suggesting improvements and compiling reports.

He is especially proud of his energy savings efforts. Two years ago, the Center spent approximately

\$28,000 a month in electrical energy. Currently it is down about 17% to \$23,000 per month.

Elder Newman also worked as a missionary guide and demonstrator in the Mission Complex.

"Our service mission has been a great opportunity for us to meet people from all over the world. The interaction with the BYUH students has been heartwarming, particularly the families in TVA whose children call us "Grandpa and Grandma Newman. These shared friendships have enriched our lives so much.

"We both would like to encourage all Center employees to support the Center's goals with their hearts, souls and to strengthen each other's sense of values.

"The Center is a blessing to the community of Laie. It provides employment, a family-oriented atmosphere, a means of service to educate the young people and a missionary tool to bring harmony and peace to the world. It will always feature prominently in our thoughts and hearts," the Newman's said.

CULTURALLY SPEAKING >>>

HORTICULTURE IN POLYNESIA

The primary food plants cultivated by Polynesians were coconuts, tapioca, breadfruit, pandanus, bananas, and root vegetables such as taro, yam and sweet potatoes.

Food growing occupied the major part of their time. The Polynesians used mainly cuttings which were planted one by one to feed their households. This was unlike other major societies whose subsistence relied on seed-gathering.

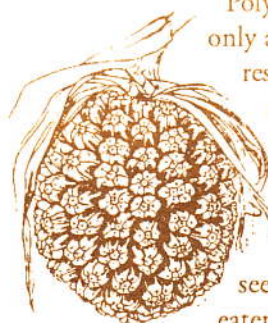
In most Polynesian communities, men from family units worked together or banded with neighbors or kin to clear and prepare land for gardening.

However the subsequent planting, weeding, tending and harvesting were usually

accomplished by single households.

In conversations with PCC's Polynesian workforce it is interesting to note that Samoans prefer taro and green bananas; Tongans yams and bananas, Hawaiians sweet potatoes and poi; Tahitians breadfruit; Marquesans breadfruit; Maoris sweet potatoes (kumara); and Fijians tapioca.

Pandanus is eaten by most Polynesians but only as a food of last resort when



nothing better is available. The pithy part of the individual seed segments is eaten raw or

cooked. Flour made from the fruit remain edible for months and helped sustain life during long sea voyages and through periods of scarcity.

'Olelo No'eau

Polynesian Proverbs
TONGAN

Taimalie a tangata vale.
Opportunity of foolish man.
It speaks of opportunities thrown away on one who has not the skill or energy to turn it to advantage.



Computer CORNER

Computer Tips For Macintosh Users

by *Lei Cummings*

I. TAKING A SHORTCUT

Many commands that you choose from menus can also be given using keyboard shortcuts. A keyboard shortcut is a combination of keys that you press at the same time to get the same result as choosing a command from a menu. One of the keys is always the "command" key.

For example, instead of choosing Save from the File menu, you could press the "command" key and the S key together.

You can find out the keyboard shortcuts for commands by pressing a menu name and looking at the commands in the menu. Any keyboard shortcuts are shown in a column next to the commands.

Here are a few common keyboard shortcuts:

Command-P	Print	Command-S	Save
Command-B	Bold	Command-U	Underline
Command-I	Italic	Command-N	New
Command-Q	Quit	Command-Z	Undo
Command-X	Cut	Command-C	Copy
Command-P	Paste	Command-A	Select All
Command-O	Open (a document)		
Command-W	Close (a document)		

Center Employees Participate in Kauai Relief

Two Center employees, So'o Tufaga and Todd Hinton, were assigned to join their National Guard units in the Hurricane Iniki relief efforts on Kauai.

Tufaga, Warehouse Supervisor and Night show knife Dancer, spent two weeks with the Hawaii Army National Guard, Company D, 1st 299 Infantry, two days after Iniki devastated the Garden



Isle. Arriving at night, Tufaga did not see any damage until the next morning.

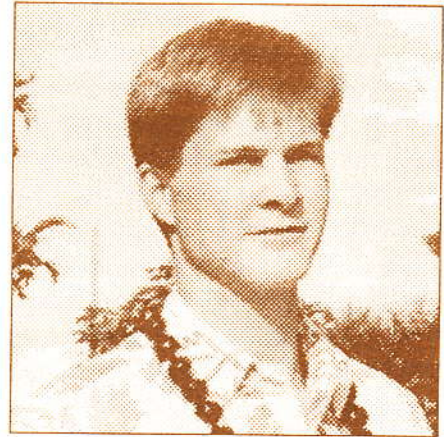
"Everything was upside-down including airplanes and helicopters. Buildings were smashed and trees were uprooted all over the ground. We were airlifted by chopper to Poipu and assigned to Spouting Horn where houses were carried over 100 feet and demolished by waves.

"My duties included watching for looters and securing the whole area via roadblocks. During our first five days, we were busy with security. The rest of the time we were on humanitarian duty serving food in Koloa Town to both residents and tourists and cleaning up.

"Although I feel satisfaction I had the opportunity to help the people of Kauai, I feel a great sense of gratitude the Center and Laie were spared the sorrow and pain over loss of jobs and loss of property that

Kauai residents are still experiencing. Center employees must not take this place for granted. We're very fortunate," Tufaga said.

Todd Hinton, Japanese-



speaking Foreign Guide, left for Kauai the day after Hurricane Iniki as a cook with the Headquarters Service Battery, 47th Field Artillery unit of the Hawaii Army National Guard. He spent one week on Kauai.

"I was assigned right away to Princeville. There was no refrigeration, of course. But we were organized and began to feed about 1,000 people for both breakfast and dinner.

"I missed a week of classes but I am all caught up now. I have returned with many important memories, but two are very prominent in my mind. The first one has to do with LDS families who had their two year-supply of food. I was very impressed with their abilities in handling their situations. It was obvious to me they were better prepared to cope with their physical losses and displayed a strength of attitude that rallied their neighbors. Hinton recalled the cooperation and spirit of ohana of the Kauai people through the crisis. What I would hope through any crisis is the Center would display the same calm, charity and oneness of cooperation."

LETTER FROM ARMY NATIONAL GUARD

October 4, 1992

Dear Sir:

Thank you for your support of the Hawaii Army National Guard as we helped Kauai recover from the effects of Hurricane Iniki. Your employee, Staff Sergeant Soo T. Tufaga, was one of over 3,000 Hawaii National Guard members who was ordered to active duty after the worst disaster in Hawaii's history. Support by our members' employers was essential during the critical weeks following the hurricane.

I am very proud of our soldiers, and the people of Kauai will also tell you that they performed exceptionally well under very trying conditions. The Guard provided security against looting, cleared debris, distributed food and repair materials, and worked very long hours in the process.

Disasters like Hurricane Iniki disrupt thousands of lives, not only the lives of those whose homes and businesses are destroyed, but also the lives of people who respond to the emergency on very short notice. It also puts a strain on families and employers of guard members.

A responsive National Guard is essential in dealing with major emergencies. Support by employers is a key element of that responsiveness. Thank you very much for helping us support the people of Kauai.

Sincerely,

Eugene S. Imai
Brigadier General, Hawaii Army National Guard

Combined PCC/BYU-H Devotional Highlights Service

Service was the theme highlighted at the combined PCC/BYU-Hawaii Devotional held last month in the Cannon Center. It was the first time Center personnel were invited to provide the total program for the university's bi-monthly devotional schedule.

David Hannemann, Senior Vice-President of Guest Services, flanked by eight Island Managers, conducted a Polynesian ceremony of gratitude in honor of BYU-Hawaii. On behalf of President Les Moore and the Center, a fine mat approximately 60x20 feet — a symbol of chiefly respect — was traditionally displayed and presented to President Alton Wade as BYUH's highest ranking representative.

In his speech of appreciation, Hannemann especially acknowledged the university students who rallied to secure the Center before Hurricane Iniki and helped in the aftermath process. He credited them with being very instrumental in the Center opening to a regular day of service immediately after Iniki.

Sela Feinga, Mission Complex Manager, also paid tribute to the BYUH students, expressing the honor she felt in receiving their volunteer help and cooperation. She urged them to continue to live lives of effectiveness and service.

Leonard Peters, Physical Facilities Manager, expressed his gratitude for the prompt response from the BYUH studentbody. Their readiness and cooperation minimized damage, hazardous conditions and any expected delays, he said.

President Les Moore

reiterated the role of both PCC and BYUH, in crossing all barriers — whether they are learning, cultural, language, discriminatory or religious.

The role would intensify their missions to bring peace, harmony and spirituality to a troubled planet, he added.

Moore asked the audience to commit themselves to serving their fellowmen. For when we do, we are in the service of our God, he said.

"Service brings out the best in individuals, organizations, nations and the world. The commitment to serve requires the use of individual agency. When it is focused on others, the results will include blessings and

joy in uplifting lives," Moore said.

In his concluding remarks, Moore read a letter he had penned to Rex Lee, President of BYU-Provo, praising the leadership of President Alton Wade in coordinating the disaster relief efforts, and the maturity and exceptional attitude of the BYU-Hawaii students.

Moore indicated the student volunteers had helped to save the Center over \$100,000 in potential damage. Through their efforts the Center served 2,300 visitors the day after Iniki representing a significant boost to sales. In addition, thousands of dollars in wages that would otherwise had been paid were saved because of the selfless volunteer service.

Moore reassured Presidents Lee and Wade the Center stands ready and willing to rise to the aid of BYU-Hawaii at any time, acknowledging the special bond between the two Laie institutions.

CROTON FACTOIDS

Codiaeum variegatum (L)

The popularity of the croton plants does not result from the beauty of the flowers, but from leaves which turn red, pink, orange, bronze, gold, yellow and green producing an almost limitless variety of leaf forms, patterns and color variations. Crotons are native to Malaysia and the Pacific Islands. The colors are at their brightest in full sunlight. Crotons are one of the easiest growing plants hence their premier position as a favored houseplant.

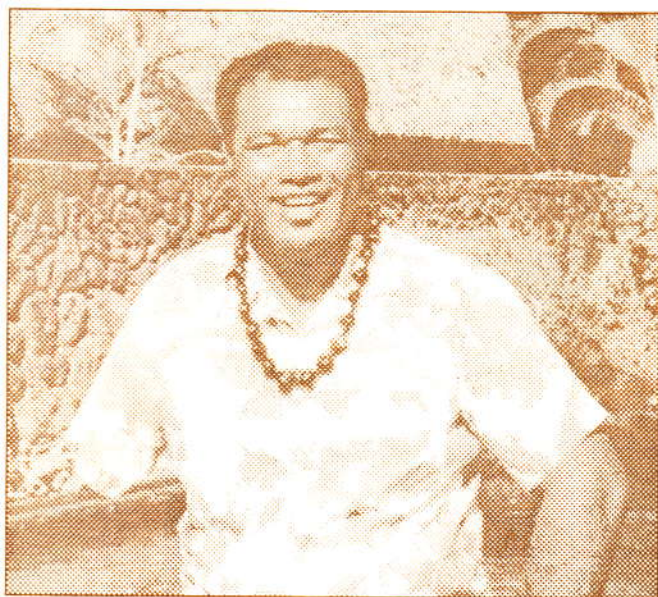


"Back on my island..."

Tailoa Ngalu

Born: Vavau, Tonga

Position: *Theater Musician*



"I play music in front of guests as my job. I am asked often by people how I learned to play the guitar with only one arm.

When I was about 13-years-old, I fell from a coconut tree and landed on my right arm crushing it so it had to be removed. About four or five years later I became interested in music so I learned to play the ukulele until it was easy for me.

What I do is use my little finger to strum the strings and use the index, middle and ring fingers to press the chords. I worked hard to be a good musician learning the songs I know by ear because I don't read music. I enjoy singing Polynesian songs and playing the instruments I know best — the ukulele, guitar, banjo and base guitar.

I don't mind people asking me how I can play an instrument with one hand. I just tell them straight from my heart that I had an accident as a young boy. I think most times they are surprised that I figured out in my own way how to play music. Playing music has made me very happy.

I have not always been a musician at the Center. I first worked in the Tongan village and then in Maintenance as a groundskeeper.

My message to the Center workers is for them to work hard for the things that will make their lives happy. And for them to support the leaders and each other to make the Center the best place to work. The Center has been a good place of work for me."

Faite Niutupuivaha

Born: Tonga, Tongatapu

Position: *Demonstrator / Guide*
New Zealand

"I have been employed in the Islands of New Zealand for two years now. It was my first job at the Center. It was very challenging for me as a Tongan to be placed among the Maoris to learn a new culture in depth. Learning the poi ball dance movements was particularly hard, but with practice and the patience of my fellow workers I learned to skillfully use the short single pois, the single long, and the double long. One of my goals is to master the double, double pois (four of them).

Being a Tongan has given me some advantages in serving the Center as a Maori demonstrator/guide. Being fluent in the Tongan language has made it easier for me to read and remember the Maori words to songs and demonstrations. Looking Polynesian has made me immediately acceptable to our guests as a young Maori



woman. It gives me the opportunity to share immediately the cultural information that has been taught to me by my Maori supervisors.

I have learned to appreciate and love the traditions of the Maoris. Most significant to me, because it mirrors my Tongan culture, is the respect for the elders and

the contribution of our ancestors. Another important tradition is hospitality. The *wero*, the chiefly welcome ceremony, and the *hongi* greeting (pressing noses) give me a sense of belonging and pride.

The harmony of personality one Polynesian shares with another is a wonderful thing. Maoris seem just like Tongans sometimes. I admire that we can be up-front with one another, complimenting each other in just the right way when we need it, behaving with a playfulness of spirit, and joking using clever Polynesian references.

Working in a different culture has been a valuable opportunity for me at the Center. In learning Maori ways, activities and stories, I have come to appreciate more what my own Tongan culture means to me. I realize the importance of my Tongan past."

KEITH AWAI '71

Polynesian Cultural Mentor

PCC IN THE NEWS

Kamehameha
Schools Alumni
Newsletter

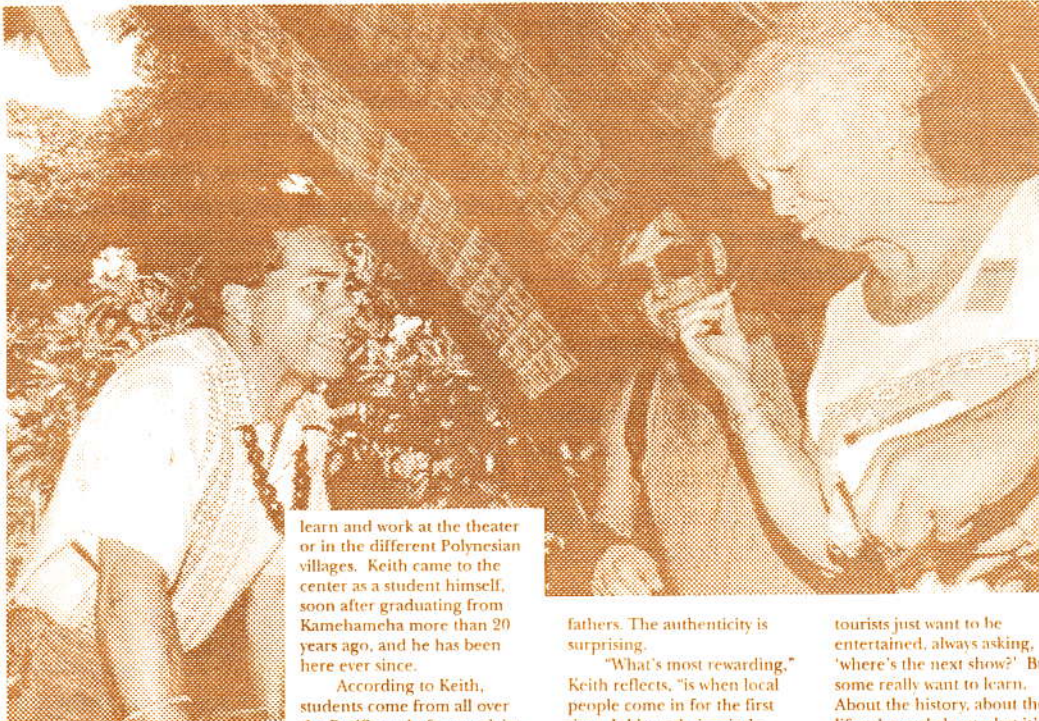
The early morning sun pours its light over thatched roofs and carved totem poles. Crouching near the sandy shore, islanders weave lauhala baskets and gossip in Hawaiian. Is this some fictitious scene from ancient Hawai'i? 'A'ole. It's just another morning for

Keith Awai at the Polynesian Cultural Center in Lā'ie.

Keith works at the center as a group leader and counselor in the Hawaiian village. "The Polynesian Cultural Center is often misunderstood," he says. "Most Hawai'i people think of it as a tourist

rip-off. But it's really a unique chance to learn about our heritage. There's no other place like this in the world."

The center is staffed largely by students from the nearby Brigham Young University's Lā'ie campus. Every day, about 600 students come to



learn and work at the theater or in the different Polynesian villages. Keith came to the center as a student himself, soon after graduating from Kamehameha more than 20 years ago, and he has been here ever since.

According to Keith, students come from all over the Pacific and often work in the village that represents their own home islands. "The Tongan students spend their time in the Tongan village. They learn about the Tongan style of dance, of art, of construction, which are all very different than, say, the Samoan variations." The center is divided up into villages representing Tonga, Samoa, Fiji, Tahiti, New Zealand, Marquesas and Hawai'i. "In almost every case," Keith says, "the student from Fiji, for example, learns a lot more about Fijian culture and tradition working here than he ever would living at home."

After you take a walk over the bridges and among the buildings of traditional Polynesia, that's not hard to believe. The center has created a world within a world, where staff members' lives model those of their fore-

fathers. The authenticity is surprising.

"What's most rewarding," Keith reflects, "is when local people come in for the first time. It blows their minds. They come up to me and say they never knew how real everything is. They can't

tourists just want to be entertained, always asking, 'where's the next show?' But some really want to learn. About the history, about the lifestyles and about what it's like to be a 'native.' I tell them us natives go to the store and the movies just like everybody else," he smiles, "maybe we're doing too good a job here..."

Keith also managed and directed the Polynesian Cultural Center's world-renowned nightly show for seven years. A kumu hula in his own right, he has taught in Hawai'i and occasionally on the U.S. mainland.

"We Hawaiians are proud, but we don't know why. That's what

the staff and visitors here can discover. Like the old stereotype about Hawaiians being lazy; it's not that they were lazy — they simply did what they enjoyed. I've had other jobs, but I keep coming back to the center. The Heavenly Father is here. His work is all around us. My place is here, too."

"Most Hawai'i people think of it as a tourist rip-off. But it's really a unique chance to learn about our heritage."

believe we speak the languages and really recreate the culture."

Most of the center's patrons, from 1,800 to 4,000 a day, are visitors from outside Hawai'i. Like any visitor attraction, the center is designed to entertain, but Keith explains that its mission is one of education. "A lot of

The President's Report *by Lester W.B. Moore*

I just completed my first year of service at the Polynesian Cultural Center. It has been the most challenging and fulfilling time of my career. My family also received rich blessings because of this opportunity.

I recently returned from our PCC October board meetings with a greater desire to serve you better. More importantly, I am continually impressed with the depth, wisdom and commitment of PCC's impressive Board of Directors and the invaluable counsel I receive from them.

I have never worked on a higher plain — both spiritually and professionally — with men and one woman of such high caliber and with such diverse backgrounds or experience. As busy and prominent as they are, they all serve on the PCC Board without pay with great love and devotion to the Center and its people.

The relationship and friendship I have developed with Elder Oaks has benefitted me tremendously. I confer with him as often as we need to and I am so thankful for the support and guidance he continually provides.

Indeed, we have a strong and active board who significantly contribute to the growing success and development of the Polynesian Cultural Center. Though most employees see very little of them, they are aware of all major developments and sensitive issues we are faced with at the Center. They are an active and effective board.

Here are some insights about them you may find interesting and enlightening.

•**Elder Dallin H. Oaks**, chairman and member of the

Quorum of the Twelve Apostles — Elder Oaks is a former Utah Supreme Court Justice, president of BYU-Provo and one of the country's most respected legal scholars. While a Utah Supreme Court justice, Elder Oaks received the distinction as Utah's Judge of the Year. He was being considered as a nominee for the United States Supreme Court when called as an Apostle of the Lord.

•**Elder Joseph B. Wirthlin**, vice chairman and member of the Quorum of the Twelve Apostles — Elder Wirthlin has a highly distinguished service record in Church service since 1971. He has served as Assistant to the Counsel of the Twelve, member of the 1st Quorum of the Seventy and Area President for the Church in Europe. Prior to that, he was a prominent business leader in Salt Lake City.

•**Fred A. Baker** — Baker began in construction and later became a prominent Utah banker for many years. More recently, he supervised the Church's worldwide building program.

•**Sterling D. Colton** — Colton is Senior Vice President and General Counsel for Marriott Corporation, which owns and operates hotels, food service businesses and duty free concessions.

•**F. William Gay**, board secretary — A former chairman of Howard Hughes Summa Corporation, Gay has been a trustee of the Hughes Medical Foundation for many years. He is also currently a member of the national Boy Scouts of America Board.

•**John A. Hoag**, chairman of the PCC Executive Committee for the Board — Hoag is perhaps

Hawaii's most prominent Church member in business circles as President of First Hawaiian Bank, Hawaii's second largest banking institution. He is currently serving a one-year term as chairman of the Chamber of Commerce of Hawaii.

•**Dee F. Anderson** — Anderson is executive vice president of Administration for BYU-Provo. He was previously Planning Coordinator for the Church, assistant to the First Presidency for financial and business affairs and Associate Commissioner of Education for the Church worldwide.

•**Eric B. Shumway**, vice chairman of PCC Executive Committee for the Board — Shumway currently serves as Vice President of BYU-Hawaii and served as Acting President of PCC prior to my appointment. Acknowledged as one of the world's foremost Tongan scholars and linguists, Arizona-born Shumway wrote the English-Tongan dictionary and is one of a few non-Tongans to ever receive a Tongan chief title.

•**Kalolaine M. Soukop** — An active volunteer and prominent Honolulu businesswoman, Kalo owns and operates several visitor-related and retail businesses and manages her own Polynesian show in Waikiki. She was named Woman of the Year by the Girl Scouts organization in Hawaii this year.

•**George Q. Cannon** — Although retired this year from active participation, Cannon remains an emeritus member of the PCC Board. One of the original PCC board members, Cannon was president of Meadow Gold Dairies and chairman of Honolulu Federal Savings and Loan.

The lighter side of PCC...



"IT LOOKS LIKE THE PROMO TEAM STAYED A LITTLE TOO LONG IN GERMANY..."

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