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Imua Polenisia

Inspirational Message by Peta Hikila

President Moore has invited employees to express their thoughts on the 1998 theme, "Faith." The next few issues will include these expressions.

The Fruits of Faith

"As I have observed my surroundings for the last few months, I have witnessed such a growth, and I have felt the strength of faith as has never been exercised at the PCC. Through our struggles and challenges, we have learned to trust and put our faith in the Lord."



Special Guest:



President James E. Faust

In a special engagement with over 100 local church officials as well as community leaders, President Faust shared his feelings about the Polynesian Cultural Center.

More on page 4.

Through faith, we have been able to put things into perspective, overcome obstacles, remove barriers. We have experienced some of the fruits of faith.

Faith has brought us security. For 40 years the children of Israel wandered in the parched desert, not being permitted to enter into the promised land because of their unbelief. Security is not born of inexhaustible wealth but of unquenchable faith.

Faith brings an emotional closeness. I have witnessed the closeness one feels for another as we go through the struggles and challenges during these hard times. Faith brings about a hypnotic bond that draws us to work together as a team to find different solutions that better the PCC.

We must always push onward and work harder to keep our faith and to see it grow. We live in valleys and on hills. Our prayers seem to reach our Heavenly Father sometimes, but sometimes we pray with less faith. Let us not be like the foolish man who built his house upon the sands of doubt, skepticism, free thinking, private interpretation and rationalization. His house may have looked good; it probably even glistened when all was calm and no strain was placed on it. But, when the rains of doubt descended and the floods of adversity came or the

wind of temptations blew and beat upon the house, there was nothing solid to hold it up and great was the fall thereof.

President Spencer W. Kimball counseled, "Even to the strongest in faith, there may come a day of doubt and misgivings. But, with patience most will plod through this period of adjustment and emerge from darkness strengthened and reassured in the faith."

Let us be like the wise man and build our house of the PCC on the rock of faith and hope. Though the rains and storms do their worst, let us be assured that our house of the PCC will stand.

There will come a day when our faith will be put to the test. We become bitter when our prayers seem unanswered, but our faith needs to be tested. If not, there would be no test of strength, no development of character, no growth of power. We must endure to the end holding on to our faith in the Lord Jesus Christ. Let us not doubt our faith in Him.

"Yea and how is it that ye have forgotten that the Lord is able to do all things according to his will, for the children of men, if it so be that they exercise faith in him? Wherefore, let us be faithful to him."
(1 Nephi 7:12)

— Peta Hikila, Food and Beverage Division

Guest Comments

"Our eight year old son, put our backpack down when we visited the Tahitian village. Because we were so entranced by the wonderful experience, an hour passed before we realized we lost our bag."

"The bag contained my wife's medicine, cash, credit cards and other valuables, which if lost would have been disastrous to our vacation. The kind people at the Tahiti show found our bag and kept it in a safe place until we retraced our steps to retrieve it. They are to be commended for their thoughtfulness and honesty!"

—John Riley

"We lost a back pack with all our money and plane tickets in it. Ken Nelsa, an employee on the grounds crew, found it and turned it in."

"I just want to commend him for his personal integrity and honesty. He saved our trip. Thank you very much."

—Strar Keyohara

"Everything was fantastic. The show at the luau was great. I will be coming again with the rest of my family. Very, very exciting. I was born and raised here and I never saw anything more fantastic and beautiful as the Polynesian show. Great work, perfect. Thanks a million for a great and wonderful time."

—Anonymous

Maintenance Department Employees of the Month

May through July 1998:

Lead: David Kubota

Grounds: Suli Tevaga

Sugar Cane Crew: Fiavivini Talataina

Full Time: Charles Scott

Part Time: Jared Walters

and Alex Chen

Winners chose from the following awards:
Dinner for two at the Luau or Ambassador,
five movie tickets, or \$25 cash.



President Moore, other PCC employees and members of The Religion Research Center of the People's Republic of China enjoy a canoe ride through the lagoons of the Polynesian Cultural Center.

The PCC Welcomes The Religion Research Center of the People's Republic of China

Employees did an extraordinary job in hosting some of the most important guests in the history of the Center. The Religion Research Center (RRC) of the People's Republic of China came to visit Hawaii May 18 through May 21, and the PCC played an important role in the success of their visit.

THE RRC IS composed of delegates who help the Chinese government become familiar with the different religions of the world that affect their people.

Beginning May 5, the delegates visited seven U.S. cities—Seattle, Salt Lake City, New York, Washington D.C., Los Angeles, Honolulu, and Laie—to study and learn about The Church of Jesus Christ of Latter-day Saints.

The delegation arrived in Laie on the afternoon of May 19. That day they visited BYU-H, saw the "Living Sea" and visited with young men and women from the church community at the Laie Stake Center.

The delegates spent a full day at the Center on May 20.

"The highlight of the PCC tour was the

delegation's visit to the villages of the Center," said Bobby Akoi, director of protocol. "One of the many wonderful things that the delegates appreciated was their greetings by the chiefs of each island. As the delegates were acknowledged in each show, their delight was obvious."

The delegates also enjoyed the Pacific Theater, he said.

After seeing the night show, they had positive comments and impressions, saying they had "never seen a show like this...ever," Akoi said.

The delegate's tour of Hawaii and orientation to the church came to a close May 21 at the Honolulu Airport. The PCC promo

Continued next page, far column.

Congratulations to Retail Team for Continued Success

The first half of '98 results are in.

Retail sales are an increasingly important part of the Center's success and the whole Retail Team with the support of everyone in the Center is rising to the challenge of finding new ways to support the mission of the Polynesian Cultural Center.

Museum Stores

Despite decreased attendance, the M.S. Team has exceeded last year's sales and increased sales per guest (per cap.) by 20%!

Welcome to the team Alex Kopayghora, Courtney Burch, Stella Ho and Rebecca Hung. The M.S. Student Supervisor Group, Masa, Jackie and Harvey, have played a vital role in the M.S.'s success and have been models of how reliable and capable students can be. Special thanks to the Guides for your constant support.

Handicrafts

Wow, looks like it is going to be another year of double digit increases. Handicraft sales are up 43% over the first six months of last year! Great job Sela, Manu and team. Not only do these people sell but they produce many of their own products and keep everything around them spotlessly clean.

Handicrafts sales is an excellent example of what is possible when everyone in the Center works together; without the constant hard

work, support and skill of the Islands there would be no handicrafts sales. Also Malo Aupito Vili and Marvin for your promotional support—you make a BIG difference.

Host/Marriott

Things have never looked better in the Treasures Plaza and Host shops than they do now under the very capable direction of Mike McKinnon and his superior staff. And all the hard work is paying off. Though total sales are a little less than last year, sales per guest are up 12%.

Network Photo

The Photo team has been harder hit than others by the decrease in East Bound attendance—the loss of Korean guests in particular. But this team has worked hard to minimize the impact and as a result have done better than ever with West Bound and Hawaii guests. Keep up the good work. Thanks to Sielu, So'o, Vili, Marvin and the many other P.C.C. employees who help with Photo sales throughout the day.



PCC Calendar of Meetings, Special Guests and Events

September

- 7 Labor Day Holiday
- 10 BYU Devotional
- 19 Primary Election
- 24 BYU Devotional, Pres. Shumway
- 29 PCC Team Meeting, 10:00 a.m.

October

- 3,4 General Conference
- 5 PCC Board Meeting
- 5-10 Fiji Cultural Week
- 8 BYU Devotional
- 10 Fiji Cultural Devotional - 9:00 a.m.
- 17 Tonga Devotional - 9:00 a.m.
- 22 BYU Devotional
- 29 PCC Team Meeting, 10:00a.m.

November

- 3 General Election
- 24 PCC Team Meeting, 10:00a.m.
- 26,27 Thanksgiving Holiday

December

- 4 PCC Employee Reception at the Moore's, 11:00a.m.–1:00p.m.
- 11 Alumni Graduation Banquet, 7 p.m.
- 12 BYUH Commencement, 9:00 a.m.
- 14 Honolulu Boy Choir
- 24,25 Christmas Holiday

Religion Research Center (continued)

team performed outside the lounging area to bid the delegates a fond aloha. The delegates look surprised, but most had tears in their eyes.

As it came time for the delegates to board the plane, representatives from the PCC, BYU-H and the Church gathered to sing "Aloha Oe" As the delegates boarded the plane, not a dry eye could be found in the group.

When Chu Jen Chin, the primary host for the delegates, was sitting on the plane returning to China he wrote to President Moore and said,

"I wish to thank all bretheren and sisters who worked hard and gave their best to this visit. Liu Shu Xiang, director of the RRC, said at the banquet dinner, 'Hawaii is our last stop, our nearest stop to Beijing and the BEST STOP of our entire visit.'"

Chu Jen Chin, Primary Host for RRC



The "Mission and Vision" Video is available to purchase for \$5.

This is the same video presented at last month's Team Meeting in the Imax Theater. The eleven minute presentation outlines how the PCC began and why it continues to be a "unique treasure." Videos can be purchased from the Museum Stores department. The video is available at a special price of \$5 for employees only.

This video will make a great gift or memento of your employment at the PCC.

Special Guests



President James E. Faust

When President James E. Faust came to commencement exercises for BYU-H. The PCC had an opportunity to host him for a dinner and the "HORIZONS" night show.

The dinner, held in the Samoan Fale, lasted from 6 p.m. to 7:45 p.m. and hosted more than 100 local church and community leaders.

During the dinner, the promo team performed songs and dances of Hawaii. Team members, Kehau Malzl and Wallen Magalei, shared testimonies following the performance.

After dinner, President Faust attended the night show and gave remarks after the program to performers. In his remarks, he talked about the cast's smiling faces and told them how special they were. He said the joy that is found in their faces is what the world needs and encouraged them to keep up the good work.



Marie Osmond

Marie Osmond, now known as Marie Bosil, visited the PCC June 8 as part of her family's vacation to Hawaii.

"The Polynesian Cultural Center was the highlight of our trip to Hawaii," Osmond said. The Hawaiian vacation was a long promised gift to her husband Brain Bosil and their 6 children.

Osmond, known for her singing talent, had just finished her annual telethon for the Children's Miracle Network when she decided to come again to Hawaii for a family vacation. Osmond founded the Children's Miracle Network in 1983.

The Bosil family spent a full day at the Center enjoying activities in the islands, as well as the luau, IMAX and night show. Osmond said the luau was her favorite part of the day.



PCC Employees participate in the Grand Opening of the Hawaii Convention Center.

The PCC Participates in King Kamehameha Parade and Convention Center Dedication

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"Building of the convention center put Hawaii on the map," said Lawrence Redrow, planner of the grand opening.

Redrow said, before the convention center was built, Hawaii was never considered as a resource for hosting conventions. Although companies wanted to have conventions in Hawaii, there was not a facility suitable for hosting.

To kick off the grand opening on the morning of June 11, the ceremonial untying of the lei and dedication chant at the convention center was sung by Cy Bridges, cultural islands director for the PCC.

Redrow said, Bridges was specifically requested by the Convention Center Authority, the committee over seeing the grand opening, because they were impressed by other work he has done. That night the promotional team performed at a gala reception and dinner as part of the grand opening festivities.

On the evening of June 12, Bridges and the promotional team again gave an outstanding performance to 7,500 spectators in the Ala Wai Water Pageant. During the pageant, Bridges accompanied the Royal

Court as King Kamehameha's chief chanter.

Members of the promotional team represented the islands of Samoa, Tahiti, Tonga and New Zealand as they paddled eight double-hull canoes. Two canoes were used for each island. Chiefs from each culture presented gifts to the king and performers came ashore and danced for the royal court.

R-M Keahi Allen, director of the Water Pageant, said the canoe ceremony was part of protocol that each culture had when they use to meet each other.

"It was a respect you pay to the host culture," she said. "It (protocol) taught respect tolerance and acceptance."

On the morning of June 13, the promotional team and other performers from the center participated in the King Kamehameha parade, which was televised live on KGMB. In coming months, the parade will also be televised in Oregon, New Mexico, Arizona, Kansas, and Nebraska.

The grand opening ended with the convention centers open house on the afternoon of June 13. During the open house, the promotional team entertained all visitors and special guest to the convention center.

All performers from the Center that participated in the King Kamehameha Parade and the convention center grand opening did an wonderful job in making them a success.



"Tupper-Luau" Lights Up the Fourth of July

The plastic dish party of the decade came off with a snap when Tupperware came to visit the islands. As part of an incentive program, Tupperware gave their top sellers and managers an all-expense-paid trip to Hawaii. And where did they spend the Fourth of July? The PCC, where else.

KAWAI TUPOU, manager of meetings, convention and incentive sales, said the first "at-one-time" seating-party (everyone from the group dining together) that the PCC has ever done for such a large group went extremely well.

"All the areas did a superb job on their assignments," Tupou said.

This Tupperware party was so big there were 25 busloads of people—each bus holding roughly 50 people. Because the group wanted to dine together, special arrange-

ments were made to accommodate all 1,500 people. A tent was set up in the open park area between Kamehameha Hwy. and the PCC. Three imu pits were built, and the promotional team presided as the Royal Ali'i Court at a special "Tupper-luau" held in honor of our guests.

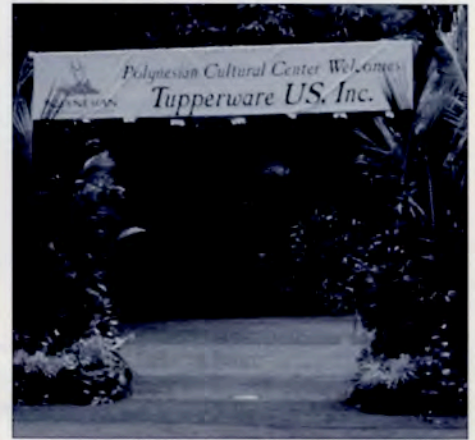
"The people from Tupperware had a wonderful time," Tupou said. "They had everything they needed." Karen Petersen, meeting planner for Tupperware, said the luau went far beyond her expectations.

The group arrived approximately at 2:30 p.m. and had a festive greeting by the promotional team.

Many guests were pleasantly surprised to be greeted at the luau with hugs, kisses and leis before they were seated.

After the luau, the group enjoyed the night show. Tupou said large group events help the Center reach and exceed its goals. These events also open other doors for the Center, because they demonstrate to other companies that the Center is a wonderful experience for their employees just waiting to happen.

The next big group scheduled to come to the Center is Bertch Inc., a carpentry company that makes wooden cabinets. They are scheduled to come in early January with a group of approximately 1,600 employees.



Polynesian Cultural Center Asks the Experts

PCC and Salt Lake City-based Ad Agency Conduct Tour Desk Agent Research

In a recent study conducted with 30 tour desk agents across Waikiki, researchers found about 75% of tour desk agents often recommend the PCC to their clients. The study revealed that, overall, agents believe the PCC will be a good experience for the majority of their clients because they will see the "real" Hawaii: native people and their cultures and the most beautiful part of the island on the drive there.

"The purpose of this study was for us to gain a better understanding of the attitudes, opinions and perceptions of tour desk agents toward the PCC," said PCC Marketing Director Dave Cole. "Agents are a vital customer-channel and we welcome their comments and suggestions."

Agents offered several suggestions to

improve the PCC experience, such as providing more and better lunch opportunities; enhancing the quality of the food; making the Center less commercialized; initiating more interaction between visitors and people in the villages; improving the transportation system to and from the Center; offering a family pass; and having more activities for children.

The PCC is making several changes immediately with some of these suggestions, including decreasing the number of souvenir shops and offering additional lunch options. Other articles in this newsletter highlight these changes.

Another recommendation from the research, which was conducted in April by Salt Lake City-based FJCN/W&R, was to consistently inform agents of changes made

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Dave Cole, PCC Director of Marketing

at the Center. Others included increasing the number of visits to outlying tour desks, improving the brochure and discontinuing the use of coupons.

"Within the next couple months, we will be making changes to better meet the needs of our customers and tour desk agents," Cole said. "When the changes are in place, we invite agents and their families to visit to see the differences between the PCC and other similar attractions."

Employee Profiles

Some long-time employees have taken the early retirement package and bid aloha to the PCC.

Lamar Benavides – from Hawaii

Lamar has been with the center for 16 years as a performer and host of the luau.

“Over the years I have come to understand and have gain a greater understanding of what the mission of the Center is as a missionary tool,” he said. “It is the best missionary tool we have here in the South Pacific. I love it.”

Lamar said he really enjoyed his experience working for the PCC. “I’d like to thank everyone at the Center,” he said. “I will be forever grateful for working here.” Lamar will be moving to New Zealand sometime in September.

Milton Kaka –from New Zealand

Milton has been working for the Center for 13 years as a musician. He performed in the night show as a singer. He also played the ukulele and bass guitar.

Milton said his experience with the Center has been “excellent”. “It has been a very good experience, and I am happy that I could have been part of the PCC,” he said. After leaving in August, Milton plans to go back to school in New Zealand.

Elisa Teriipaia – from Tahiti

Elisa was 30 when she came to the Center in 1969 as a seamstress. She also worked in the wardrobe department.

Upon leaving the PCC July 16, she said, “I love the Center. I am so glad that I worked there and that I got to learn all the cultures.”

Elisa’s now plans to devote all of her time to her business selling Tahitian crafts.

Olive Mili – from Samoa

Olive came to the Center 20 years ago and has worked as a musician, a demonstrator in the Samoan village and in food services where she spent most of her time.

Upon leaving June 18, she said, “I miss the Center. I miss the people I worked with and the leaders. They are just like family to me. The Center is great.”

Now that Olive is retired, she plans on going to the Temple twice a week, walking, and spending time with her family.

Chris Wilson – from California

Chris has been with PCC for 16 years. He spent 14 years in the management information system department.

Now that Chris has retired, he will help his wife Pairu with their shop, Treasures of Tahiti.

New PCC Rack Brochure: *An Improved Selling Tool*



The new PCC rack brochure will make it much easier for tour desk agents to explain and sell the PCC to their clients.

The brochure includes detailed descriptions of the Center’s activities and attractions and useful visuals to help agents entice clients into visiting the PCC.

Among the visuals included are photographs of the night show, village activities, long canoe pageant and luau, a large map of the Center and a seating chart for the Horizons Show.

Adding a seating chart for the Horizons Show (as shown; right) was recommended by tour desk agents in the recent research study. In response to other agent recommendations, the brochure also features a simple chart outlining the differences between the PCC and similar attractions and an improved package options chart.

Introducing: Keiki Activities at the PCC

Youngsters of all ages will enjoy the lively games and educational arts practiced by Polynesian children for hundreds of years. Every village at the Center features authentic, native activities that sharpen skills, improve coordination, and spark the mind. The following is a list of fun experiences available every day 12:30–5:30 in each of the 7 island villages.

Islands of Aotearoa:

Titioera: Traditional game played with sticks.

Poi Ball: Swing the poi balls in rhythm.

Ta Moko: Facial tatoos were done anciently to identify rank and status of an individual.

Islands of Fiji:

I Cibi: (pronounced “ee thee bee”) A cross between shuffleboard and marbles.

Derua: Bamboo drums that help create the beautiful melodies of Fiji.

Islands of Tonga:

Hiko: Tongan juggling, a candlenut is covered with the woven coconut leaf and becomes a ball played to the beat of music.

Drums: Learn traditional rhythms or just pound away with the Master Drummers of Tonga.

Weaving: Create your own headband out of nothing besides coconut fronds.

Islands of Samoa:

Fiti: Pick-Up-Sticks, Samoan style.

Lafu: Shuffleboard with shells.

Fire: Make fire by rubbing sticks, cracking coconuts and gathering the fibers for tinder.

Islands of Marquesas

Weaving: Learn to weave your very own Marquesan headband.

Tatoo: Get a unique Marquesan tatoo used anciently by people of rank in these islands.

Islands of Hawai’i:

Konane: Checkers, Hawaiian style. The object of the game is to put the opponent in a position where he/she is unable to move.

Ulu Maika: Hawaiian Bowling, the goal is to try to roll the stone disks between two stakes.

‘O’Oihe: Test your skills at Spear Throwing.

Pala’ie: Loop and Ball Game, get the ball in the loop or swing the ball from the bottom of the loop to the top making a complete circle.

Islands of Tahiti:

Fishing: Test your skills at catching the big one in the island village of Tahiti.

Pere Fa’anu’u: Tahitian Checkers.

Taora Pupu: Tossing shells into the coconut cup.



A non-profit organization dedicated to preserving the cultural heritage of Polynesia while providing educational opportunities for students at adjoining Brigham Young University-Hawaii. Founded in 1963 by the Church of Jesus Christ of Latter-day Saints