

DEC. 23, 1992

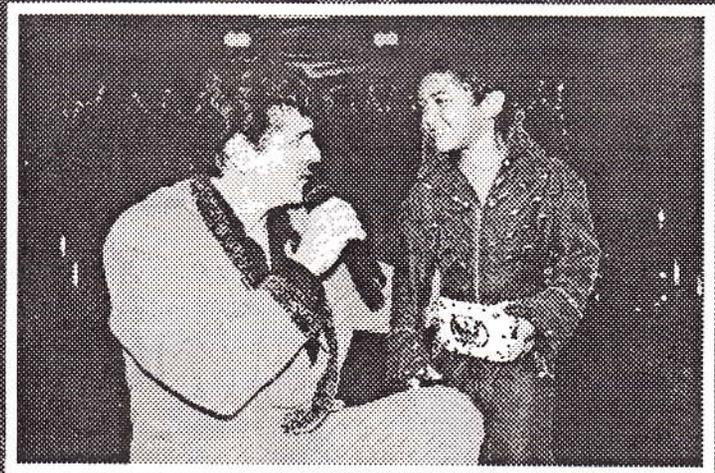
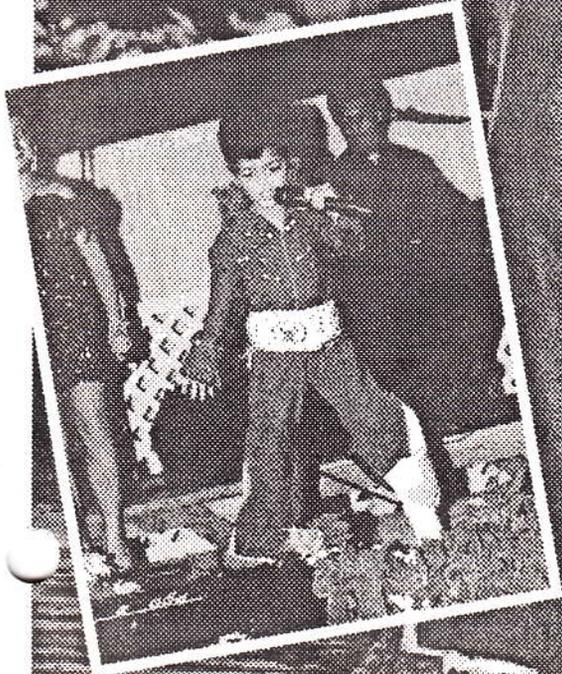


# IMUA POLENISIA

THE VOICE OF THE POLYNESIAN CULTURAL CENTER

**BRUNO  
WOWS PCC  
CHRISTMAS  
CONCERT  
AUDIENCE!**

COVER STORY: PAGE 7



# President's Message

by Lester W.B. Moore

## *PCC: Promoting Peace & Harmony Worldwide*

This past year has seen the Center increase the total number of visitors it has hosted since 1963 to over 23 million guests.

During this special season, it is my hope and prayer that each Center employee will honor the spirit of Jesus Christ's example and lifelong mission by uplifting and blessing the lives of all who visit the Center.

As we serve each guest who enters this special place from all corners of the world, let us continue to commit ourselves to ensuring their cultural experience will be an experience of a lifetime, each time they visit.

This may be accomplished through a warm smile, a friendly greeting, an understanding response to a question or a simple courteous act. It can best be accomplished through all employees doing their jobs professionally, competently and lovingly.

It is significant to remember that Center visitors come "to experience all of Polynesia, all in one place".

As the Center looks ahead to an exciting future of growth and development, may we continue to exemplify goodwill and charity to all humankind.

May I take this opportunity on behalf of our Board of Directors, my family and others to wish each of you a Merry Christmas and a Joyful New Year.

## **PRESIDENT & FAMILY HOSTS CHRISTMAS OPEN HOUSE**

Center president, Les Moore, his wife, Jeanie, and family hosted the annual Christmas Open House for PCC employees last Monday. Held from 11:00 a.m. to 1:00 p.m., the Open House gave Moore and his officers the opportunity to personally thank Center employees for their past year's service. All full-time employees received gifts of turkeys and part-time employees boxes of macadamia nut chocolates.

After being greeted warmly by their hosts, Center employees enjoyed refreshments and listened to Christmas entertainment.

In conjunction with the Open House, special free showings of the IMAX movie, "Grand Canyon: The Hidden Secrets", were viewed by employee families at 9:30 a.m. and 11:00 a.m. in the IMAX Polynesia Theater.

This IMAX film is considered one of the best IMAX films ever made and was loaned for these exclusive PCC performances by Richard James, owner of the Hawaii IMAX theater in Waikiki. James owns this film and operates other IMAX theaters at the Grand Canyon and Niagara Falls.



# Center Relationship with Mainland China Reinforced

***Mr. Wu Jinghua, Mainland China's Minority Affairs Minister, whose PCC visit last month was reported in the previous issue of Imua Polenisia, made the following significant comments at a Center reception held in his honor.***

"Last May Mr. Moore and his delegation visited us in Beijing and offered valuable input in the development of our China Cultural Center. Now we are returning the visit to learn more.

"Two days ago when we first arrived (at PCC), we were met with great reception and were really touched. Tonight, again, we have been touched with President Moore's greetings and remarks. We feel honored with his kind words.

Our leader, Deng Xiao Ping, has admonished the Chinese people to learn not only from each other, but also capitalist countries with well-established management abilities and styles. We are here to learn and incorporate new ideas and make them part of our lives.

"I would like to make several points. The first acknowledges the relationship between the Center and the University. It is a unique example of mutual cooperation which we

can emulate as we look to our cultural future.

"As I went through the Center yesterday, I observed the student employees. I think they are all either performing arts or cultural arts majors at the University. Their service and talents represent a very special art and ability that will spread around the world.

"Another point I would like to commend the Center on is its role as a multi-cultural meeting place. I have seen people from different ethnic backgrounds, heard people speaking different languages, observed people of different religious beliefs all working in unity, living in harmony and striving for the same goals. It is like a big, happy family we can enjoy while we are here.

"The Center's management experience gained over a 30-year period is very valuable to us. As we plan our Chinese Cultural Center in Beijing, it is important we learn skills and observe operations here which we can utilize to ensure our own success.

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***"Of the many impressions I have experienced during my visit, the most important is witnessing the religious freedom that exists here. We must learn from this in China. Hopefully, this can be brought back to our country.***

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"President Moore spoke of love and service which should be extended to all people in every corner of the earth. We want him to know we have already felt those very feelings wherever we have gone at the Center."

In a response to this delegation from the People's Republic of China, Eric B. Shumway, vice chairman of the PCC Executive Committee for the Board of Directors and Academic Vice president of BYU-Hawaii, noted the Center has become a symbol of cultural unity for the whole world. He added PCC/BYUH ties were prototypical of international peace and harmony throughout the world.

"We embrace you because you embrace us," Shumway said. "Our feelings for you go very deep. It's above business. It's a matter of heart and spirit."

With his understanding of the mutually-beneficial PCC/BYUH relationship, Shumway enumerated why this relationship worked well.

"Education should be integrated with the work," Shumway explained. "Build a university to support the cultural center just as we have here. It is a relationship of great significance which will ensure worldwide success. Your Center, too, can become a model of cultural harmony and you can be assured of our support," he added.

# EDITORIAL *by Rubina Forester*

## Rainy Days and Sunny Attitudes

**T**he Christmas holiday season in Hawaii also marks the beginning of our rainy season. Rains have already decreased visitor attendance to the Center, disrupted program schedules, strained customer service and caused loss of revenue several days this month.

Center employees respond to rainy weather in many ways. Some see only the negative aspects — the water-soaked floor mats, the complaining tourist, the slippery sidewalks, the slow-down of activity, the challenge of showcasing a diminished, water-logged product.

But there are those who challenge each day, whether sunny or rainy, to approach the existing conditions of each day with the goal of maximizing customer satisfaction.

These are the service-oriented employees who realize rainy days mean they must expend extra effort to overcome customer stress and dissatisfaction.

Consistent quality service is dependent on empathetic attitudes, pro-active performance, studied responses and pre-arranged contingency schedules.

Whether the Center caters to 4,000 guests on sunny

days or to 1,000-visitor-days on stormy afternoons when sidewalks flush with streams of water, it is well to remember that every customer is important no matter the circumstances.

Customer needs continue to be simple in foul or fair weather — recognition, courteous attention, interesting information, an educational experience, helpful directions and a completely fulfilling cultural experience.

Center employees must not add to existing problems, but rather help our guests make the best of prevailing conditions.



**Computer  
CORNER**

### Saving Your Macintosh Files Where You Want To

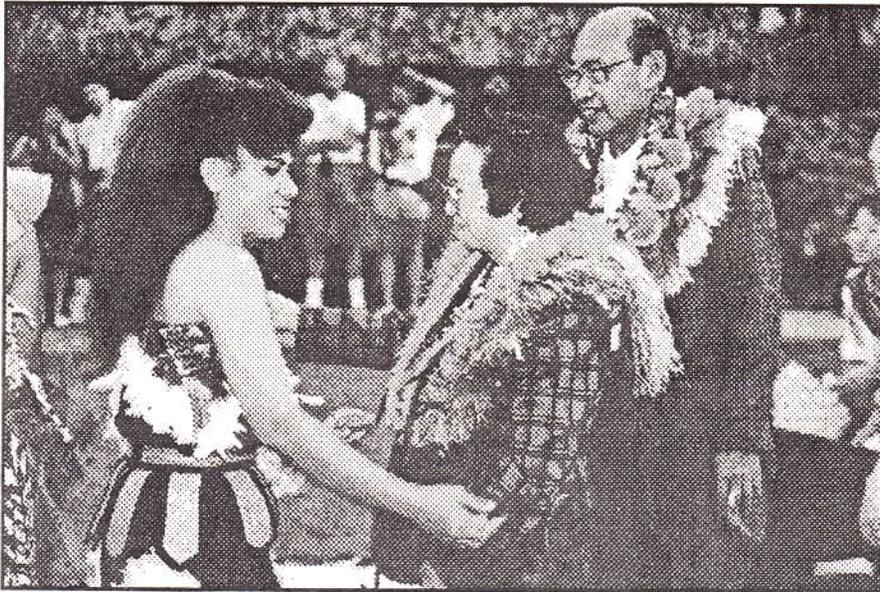
*by Lei Cummings*

The first time you save a document you are creating in an application program (or whenever you choose *Save As* from the File Menu to create another version of a document), a directory dialog box appears. A directory is the list of files and folders contained in a folder or disk.

Use the directory dialog box to name the document and where it should be stored. Directory dialog boxes vary slightly from program to program with each having certain features peculiar to it.

A similar dialog box appears when you choose *Open* from the File Menu to open a document that was created in the program currently in the "active program". The dialog box lets you find the document and open it.

# Center Hosts China Travel Service (Holdings) LTD. Chairman



*Mr. and Madame Lin are greeted by Unaloto Kioa in Islands of Tonga (above), and Colin Shelford in New Zealand (below).*

Lin Shui Long, chairman of China Travel Service (Holdings) Ltd. – one of China's largest corporations headed a top delegation which visited the Center last week.

A former top-level Chinese diplomat in the People's Republic of China, he now heads a corporation which employs 35,000 people internationally and controls over 20 major corporate subsidiaries.

China Travel Service has already developed three cultural attractions in Mainland China larger than PCC and is currently building another in Orlando, Florida (Splendid China) several miles from Disney World for \$100 million.

In response to Center president Les Moore's remarks which acknowledged the cooperation, association and

mutual respect between China Travel Service and the Polynesian Cultural Center, Lin described the substantial changes at the Center since his last visit two years ago.

He added "the beauty, charm and hospitality of the Polynesia has remained unchanged. Your islands remain evergreen and full of sunshine. Your hospitality, your identification as a people gleams like an emerald."

In a special toast to the Center, Lin promised further opportunities to share experiences and knowledge in the spirit of mutual respect, harmony and concession.

On behalf of the PCC Board of Directors and Center employees, Moore presented a Maori patu to Lin indicating it was a companion gift to a Maori

taiaha Lin received from Moore in China earlier this year. Both "symbolize the preservation of international peace and the dignity of two great companies in two great nations," Moore said.

Alton Wade, president of BYU-Hawaii, also presented gifts to Lin's party and emphasized the unity and cooperation the University and the Center share under the theme of "harmony amidst diversity".

Extending a hand in fellowship to the people of China, Wade said: "We have open doors, open hearts, open minds and open institutions and we look forward to many lasting relationships."



# PCC IN THE NEWS

## HAWAII

A Vacation Destination for Seniors & the Disabled

by Eddie Lopez  
Travel Magazine

**LAIE OAHU** Ruth Moss was enjoying going from village to village — all seven of them — at the 42-acre Polynesian Cultural Center. It didn't matter that she was in a wheelchair. She was on a roll.

The 68-year-old resident of Renton, Washington, was assisted from each village — Samoan, Maori, Fijian, Hawaiian, Tahitian, Marquesan and Tongan — by her son-in-law, Chief Master Sgt. Phil Sutherland, and her daughter Catherine.

"I'm just having a wonderful time and getting around in a wheelchair has been no problem at all," said Moss, who has 60% disability in both legs due to diabetes. "Accessibility seems to be the rule, rather than the exception."

Moss said that she was unaware Hawaii has been designated as the most accessible vacation destination for the disabled by the Society for the Advancement of the Handicapped.

Her son-in-law, who is serving a tour in the air force at Hickam Field, said that getting around was no problem because there were so many ramped areas in Honolulu, Waikiki and at the Polynesian Cultural Center.

"We were at Bellows Field Beach Park yesterday and there were some people helping a man out of his wheelchair and setting him down in the surf," said Sgt. Sutherland.

Catherine Sutherland, who works as a desk clerk at a military-only hotel, the Hale Koa in Waikiki, said that booking a wheelchair at the Polynesian Cultural Center is easy.

"They only require a \$20 deposit and \$16 of it is refunded at the end of the day," she said. "Hawaii does cater to the disabled. Just everyone seems to be bending over backward to help. A lot of guests at the Hale Koa are disabled, so I'm

used to seeing how they get around and how they are treated."

## Daily News Anchorage, Alaska

The Flip Side of Oahu...is the 35-acre Polynesian Cultural Center in the Mormon enclave of Laie Bay.

This is the South Pacific as staffed by Brigham Young University students's, full of happy natives seen through a missionary lens. The living museum with its reproduced villages, waterways and lagoon is adjacent to the Hawaiian branch of BYU, and its parking lot is ever-full of tour buses.

### *A Letter of Compliment*

To Whom It May Concern:

I would like to commend you on your excellent staff! The young men and women working in the support areas and the villages were very polite, knowledgeable and helpful when I visited November 10, 1992. I truly enjoyed my visit — and learned a great deal as well.

I would especially like to bring your attention to the work of a young man in Fiji. I'm afraid I never learned his name, but hopefully you can identify him.

The situation was this: I had arrived at the Polynesian Cultural Center at 2:00 p.m. on October 30th. I viewed the Pageant of the Long Canoes, the IMAX film and a very thorough tour of Tonga with Peter who was very personable and helpful. I was quickly running out of time to see the remainder of the park and had arrived in Fiji just as the sun was setting.

There were no other tourists around, yet this young man dressed as a warrior was kind enough to give me a very comprehensive tour of his village. He appeared very eager to discuss his culture and answered my many questions thoroughly.

I was very impressed with his knowledge, but I was particularly impressed with his willingness to share that knowledge with a lone tourist at the end of a long day.

Unfortunately, I had to end the tour of Fiji before I had seen everything because it was quite dark and I had a long drive back to Waikiki, but the point is I ended the tour. The young man was more than willing to continue.

I hope you will be able to identify the young man and give him my personal thanks for his kindness. He is an asset to your organization and an exceptional human being.

Sincerely,  
Susan H. Kissell

# BRUNO WOWS PCC CHRISTMAS CONCERT AUDIENCE

**BRUNO**, the world's youngest professional Elvis Presley impersonator appearing with the Love Notes at the annual Christmas Employee Concert, wowed an enthusiastic audience of over 1,000 screaming fans.

Singing several Elvis standards, Bruno captivated the crowd which clapped, cheered and stood in smiling admiration as he sung his way while giving away gold-colored scarves just like "The King".

Dressed in a red Elvis-inspired jumpsuit, seven-year-old Bruno was introduced by his father, Peter Hernandez, the executive producer of the Love Notes.

Hernandez indicated Bruno began his Elvis career at the age of two. Bruno performs six nights a week in addition to a normal public school schedule. (Incidentally, Bruno's mother Bernadette is a singer

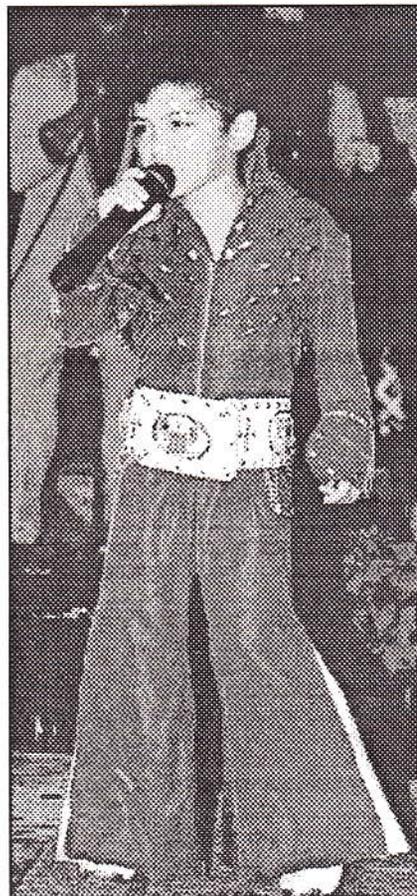
with the Love Notes and his 16-year-old brother Eric is the drummer.)

The "Love Notes", who perform nightly at the Sheraton Waikiki, sang a program of rock-n-roll favorites recalling for many in the audience the music and memories of the '50s and '60s rock-and-roll era.

According to Hernandez, the "Love Notes" is the only group in the Islands which takes "the-Oldies-but-Goodies" seriously. In recreating the music of the 50s and 60s, the Love Notes pay close attention to originality, authenticity and musical integrity of those memorable times.

When asked his reaction to the concert, Bruno declared the audience "cool". He told his mother backstage "I wish I had an audience like that every night."

Peter Hernandez recounted an experience several months ago. He was boarding a plane for the outer islands and was struggling with show



equipment and luggage. A tall stranger offered to help. When he and the stranger parted, the good Samaritan handed him his business card which read, "Lester W.B. Moore, President Polynesian Cultural Center."

## News Media Fam Tour Successful for PCC & Turtle Bay Hilton

A news media Fam Tour by PCC and Turtle Bay Hilton proved highly successful for the Center recently.

The press trip, billed as a "Polynesian Getaway Experience", included representatives from national, local travel trade publications and freelance travel writers.

At the Center, the press trip attendees enjoyed the completely upgraded Ali'i Luau with the keiki Polynesian show and the IMAX theater presentation. The trip culminated with a weekend visit to the Turtle

Bay Hilton, the only major resort located on the North Shore.

Attendees included John Black, editor of Hawaii Hospitality; Bob Bone, freelance writer; Atsuko Chambers, editor of the Japanese Beach Press; George Englebretson, freelance writer; John and Bobbye McDermott, freelance writers; Chandra Quinlan, Aloha Magazine; Betty Fullard-Leo, freelance writer; Marty Wentzel, TravelAge West; and Rita Ariyoshi, freelance writer.

Said Reg Schwenke, PCC Senior Vice President of communications, "The Center offers a unique cultural experience unlike any other destination in the world. Coupled with Turtle Bay Hilton, we offer a full day of adventure, pleasure, natural beauty and tropical activity only a scenic one-hour drive from Waikiki."

# DMBA HOTLINE

by Grace Lee

PCC employees can begin participating in either the TSA/RS Savings Plans as soon as they become fulltime employees. (You must also be 21 before you can participate in the RS plan).

You can contribute to the TSA account which means the bi-weekly payroll deductions from your paycheck to this account is tax sheltered or tax deferred (i.e. you do not pay taxes on your contributions until you terminate employment or you retire).

You can also choose to contribute to the RS account which has already been taxed. You will need to pay taxes only at the time of withdrawal on the taxable portion (i.e. income earnings from your investment and also the employer contributions).

You can contribute 1% to 17% of your gross income to the plans. However, there is an annual limit of \$9,500.00 for the TSA plan as set by law. PCC, the employer, will make a matching contribution to your

savings plans.

The chart below will explain the percentage of PCC's matching contribution to your own investment.

## TSA and/or RS Retirement Savings

Employee Contribution	PCC's Contribution
1%	1.00%
2%	2.00%
3%	2.25%
4%	2.50%
5%	2.75%
6% to 17%	3.00%

Participants can withdraw from their RS account once every three months. There is no minimum to your withdrawal amount. However, if you withdraw from your TSA account you will need to prove hardship.

Regular or residential loans are also available to participants in both plans. Loan amounts are limited to 50% of the combined employer and employee contribution balance. Interest rates vary monthly and the interest from the loans will be credited to the employee's account. In short, if you take out a loan on your account, the interest you pay goes entirely to your own account.

## MISSION COMPLEX CELEBRATES CULTURAL DAY

A special day celebrating the joy of Christmas was held last Saturday in the Mission Complex. It began with a late morning devotional attended by PCC officers, Island Managers, Center employees and special guests.

In her introductory remarks, Mission Complex Manager Sela Feinga said "sharing the important contributions of early Christian missionaries throughout Polynesia is our primary goal.

"We also share the educational values introduced in the mission schoolhouses; demonstrate crafts such as weaving and quilting; prepare BYUH student workers for future leadership positions; and through our service, talents and example teach love and respect for all people."

All the speakers spoke on Christmas themes. Feinga's son Haunga, who recently returned from a two-year LDS mission to New Zealand, spoke on the gift of gratitude. Marge Christy, Migrations Museum lecturer, enumerated several gifts – that of welcome, memory and music. Sione Feinga, President of the Laie Hawaii Stake, spoke on the blessings of giving rather than receiving.

David Hannemann, PCC Senior Vice President



*Mission Complex employees perform a Tongan dance to entertain their guests.*

of Guest Services, urged holding fast to that which is good and praiseworthy. Les Steward reminded everyone of the blessings of sharing. Jeanie Moore, spoke on behalf of the President's family, expressed her appreciation for the community aloha extended to them.

PCC president Les Moore asked everyone present to prepare themselves to give freely in a proper, loving spirit. He urged obedience to correct principles and "in so doing Center employees will raise their sights, expand their vision and lengthen their strides."

# “Back on my island...”

## Rose Pou

Born: Papeete, Tahiti

French Polynesia

Position: *Demonstrator-Guide  
Islands of Tahiti*



"I am of Tahitian-Chinese ancestry and I was born and raised in Papeete, the capital of French Polynesia and its economic and political center.

Papeete has about 100,000 people, approximately two-thirds of the total population of the territory. It has excellent restaurants, international hotels, small shopping malls and cinemas featuring French-speaking movies.

The port of Papeete is an active place especially during holidays. There travelers can purchase tickets and board the ferries for the outer islands such as Moorea, Bora Bora, Raiatea and Huahine which I have visited.

My job at the Center means a lot to me because it is like being back home in the islands. I feel proud to represent my people to Center guests. It is a big responsibility because I want to appear friendly and welcoming as Tahitians back home.

My workplace has been a special learning center for me. I have been taught weaving and other Polynesian crafts, fine-tuned my dancing skills and learned to play the ukulele. Best of all I have gained an understanding of real customer service — showing respect to others and ensuring they have a happy experience as I entertain and demonstrate the Tahitian culture. It makes me happy to make friends all over the world.

## Tunganekore-O-Ina-Tuatere

## John Aumatereka Cummings

Born: Rarotonga, Cook Islands

Position: *Theater Musician*

"My name is very long. The first half is the name of a navigator well known in the ancient past of the Cook Islands. The name following John is translated as "my sweet eye" in Rarotongan Maori, an important island language spoken by my people.

Traditionally, Cook Island tribes were recognized in the specialized talents of the people. Some tribes were skilled in fishing, some in planting, herb medicines or producing warriors. My tribe specialized in navigation. When Rarotongans needed to travel they came to us for advice on conditions, the journey, required arrangements and expertise.

I respect the art of navigation. Last October,



I was in Rarotonga when the canoes from Polynesia and Melanesia made their way to my islands to celebrate the Sixth Pacific Arts Festival celebrations.

It was thrilling to

observe the rebirth of navigational training, learning the lore of the sea and canoe-building skills.

I am proud to be a Cook Islander and working at the Center where I associate daily with fellow Polynesians. The quality I admire most about my people is that they don't admire objects. Rather, they admire character traits such as kindness, aroha and hospitality; and they have a respectful appreciation for the beauties of nature — the sandy beaches and fragrant flowers.

## Our Work Affects Profits

by Miller Soliai, Training Manager

"The basic need of every company is to make a profit. Only then can it provide jobs and earnings for employees."

*I. W. Avel, Former President  
United Steelworkers of America*

No one has yet been able to invent a company that can keep going indefinitely without making a profit. Working for a company that is losing money and faced with drastic cutbacks and reorganization is an uncomfortable and unsettling experience.

The management of a business has an enormous obligation to its employees to keep a business profitable.

Everybody knows how hard it is to keep personal expenses in line. The Polynesian Cultural Center has the same problem with its expenses.

In order to succeed, a company must have the cooperation and help of the employees.

Many workers don't see how their everyday lives affect profits one way or the other. Their jobs seem far removed from the corporate office or the profits they generate through their work.

The plain fact is that everybody's work affects profits. Whether the company is a high-cost or low-cost producer depends a great deal on each employee.

The workers who contribute the most in cutting waste and increasing profits — when they make the effort — are those actually involved in doing a job. They are the ones who see the waste of time and materials and observe the obvious shortcuts and figure out more efficient directions.

Important questions employees must ask themselves are:

1. Am I careful and economical in my use of materials, tools and equipment? It is essential every employee has what is needed to perform the job. Waste should not occur just because there is an easy availability of materials, tools and equipment.

2. Do I avoid hoarding supplies? There would be a tremendous drain on profit if each employee decided to build a personal stockroom. Even small items such as paper clips and pencils, when multiplied many times over, may add up company-wide into hundreds and thousands of dollars.

3. Do I realize the value of my own time? In business, it is vital to do things at the lowest possible cost. Easily the biggest cost of all is employee time. When each employee is economically honest with his working time, the better chance the company gains in making profits over its competitors.

All employees benefit when they work for a winner — a healthy, prosperous company. However, no company can succeed without the support of workers doing their share.

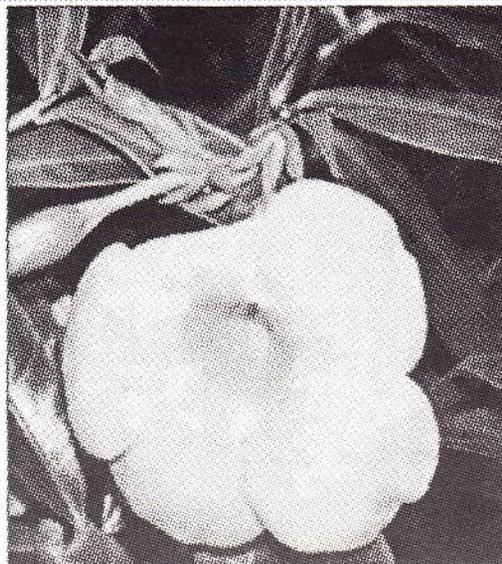
*There can be economy only  
where there is efficiency.*

*Benjamin Disraeli*

### YELLOW ALLAMANDA FACTOIDS

*Allamanda cathartica  
var. hendersonii Bulliard*

Allamandas are ever-blooming vines in the Periwinkle family which sprawl over rocks, banks and walls. They feature conspicuous big, velvety, yellow flowers about three to five inches in diameter. The leaves are smooth, thick and pointed. The Hawaiians call allamandas Lani-alii meaning "heavenly chief".



### 'Olelo No'eau

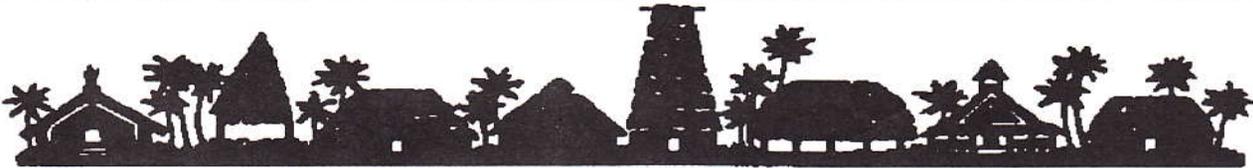
Polynesian Proverbs  
*HAWAIIAN*

*Ho'okahi ka 'ilau like ana.*

Wield the paddles together.  
Work together.

# CULTURALLY SPEAKING ◊»»

## POLYNESIAN HOUSEHOLD BUILDINGS



Polynesian household buildings varied in size, shape, degree of workmanship, location and materials from which they were fashioned.

All Polynesian cultures separated their household buildings into specific use areas — sleeping, eating, receiving guests and equipment storage.

These areas were located within a single house which were hardly ever partitioned into separate rooms.

Tradition, terrain, availability of resources and status played an important role in the

determining the location and architectural style of the buildings.

Although the majority of Polynesian buildings were located in coastal areas near land and sea water resources, several native cultures built homes in forest or agricultural plains.

For example, because of the lack of flat land, most Marquesan buildings were built on rock platforms on the sides of mountains.

Hawaiian houses were usually constructed with only one door about three feet high, while Samoan buildings were deliberately

keep open and free. Chiefly houses were built higher with more decoration and better materials.

While most Polynesian buildings were permanent, others were built as temporary shelters for specific occasions. During special seasons, Maoris built storage facilities for the sweet potato harvest or for preserving mutton birds.

Polynesian household buildings were shared by the extended family with couples and other individuals incorporating themselves into the social unit as marriages, adoptions and other situations occurred.

### GIVE ME FIVE *Polynesian Oratory*

1. In most island societies, men capable of persuasive speech were highly respected.
2. Eloquent, measured speeches were listened to with thoughtful attention even through several hours.
3. Stirring harangues were equally admired for their power to initiate action.
4. Liberal references to mythology, genealogy, proverbial expressions and historical events denoted great skill.
5. Talented orators gained status and leadership positions.

### *CENTER TAPED FOR IN-FLIGHT VIDEO*

PCC's Ali'i Luau and Night Show were videotaped recently by Preview Media Company for Northwest Airlines. Portions will be included in Northwest's Hawaii-bound flights from the Mainland and Orient.

Over a period of a year, the video will be viewed by an airline passenger audience exceeding 1.1 million people.

"The footage we took far exceeded what we expected before we came to the Center. I think you'll (PCC) be happy with the final product," said producer Dan Young.

# The lighter side of PCC...



"So, any of you guys know where the chimney is?"

**Wednesday, Dec. 23, 1992**

## **IMUA POLENISIA**

is published monthly by the  
Corporate Communications  
Division of the Polynesian  
Cultural Center.

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