



IMUA POLENISIA

NEWS FROM THE POLYNESIAN CULTURAL CENTER

Vol. 3 • Number 10 • 13 May 1994

**H.E. ZOU JIAHUA
VICE PREMIER
PEOPLE'S REPUBLIC OF CHINA**

**Remarks at PCC Banquet
May 7, 1994**

"Aloha. It has been ten days since our arrival in the United States... Over the past several days, I've had the opportunity to meet with government officials of the United States including Secretary Brown, (Department of Commerce) Secretary Harry, (Department of Energy) Secretary Benson of Treasury, Acting Secretary of State Talbut and the President of the United States, Bill Clinton.

I have exchanged views with these leaders to explore how to further improve and develop friendly relations with each other in the United States. My delegation also visited several large U.S. companies which have already established friendly cooperation with China...

We arrived in Hawaii yesterday. At the time I thought my visit to your country was over. Today I am very pleased to have this opportunity to visit the Cultural Center and the Brigham Young University-Hawaii. I came to realize our visit to your country was not yet completed.

Today's activities is a very good and important conclusion to my visit. This has further enriched my visit to your country. I wish to thank the Cultural Center and Brigham Young University-Hawaii once again for this opportunity.

I have heard of the Polynesian Cultural Center before and have watched the performance and have accepted with pleasure the Book of Mormon presented to me by President Moore. No, I'm not religious believer, but in China we have freedom of religion. The leaders of various religions in China are united together to work toward the further development of China.

Today, I've come to realize that many beliefs of the Polynesian Cultural Center and the Brigham Young University under the Mormon Church are very similar to the principles we stand for. It is our hope that each person will have a standard in the world and will work together as brothers and sisters.

Now I would like to propose a toast to the continued growth of friendship between the peoples of China and the United States and to the economic development and prosperity of our two countries in peace and good health. I shall propose my toast with a soft drink instead of wine..."

CHINESE VICE PREMIER ZOU JIAHUA VISITS CENTER



PCC President Les Moore, Vice Premier Zou and PCC Ambassador guide Shellen Ma enjoy a special program in Samoa.

Vice-Premier **H.E. Zou Jiahua**, the third-highest ranking member of the People's Republic of China's (PRC) powerful ruling State Council, visited the Center last Saturday as part of a private two-day stopover in Hawaii.

Zou was on his way home after attending funeral services for former President Richard M. Nixon recently in California. He also met with President Clinton and several of his cabinet members. The vice premier specifically requested a tour of the Center, the only place they visited in Hawaii.

Among the 40-member delegation were other top-level Chinese officials including (in order of importance): **Zeng Peiyuan**, Vice Chairman of the State Planning Commission; **Liu Huaqui**, Vice Minister of Foreign Affairs; **Zheng Silin**, Vice Minister of Foreign Trade; **Zhang Kezhi**, Deputy Secretary General of the State Council; **Lu Yanchang**, Vice Minister of Electric Power Industry; **Madame Qu Weizhi**, Vice Minister of Electronic Industry; and **H.E. Li Daoya**, Mainland China's

Ambassador to the United States.

With the presentation of a Maori *taiaha* to Zou at a special dinner in his honor, PCC President Les Moore paid tribute to the warm and friendly relationship between the PCC and China.

"At the Center we demonstrate how cultures can come together in harmony and peace. We share the same friendship and intercultural understanding with the people of China and other nations of the world. The heart of the Polynesian Cultural Center is to teach the traditions of hospitality, self-esteem, respect and hard work," he said.

In his remarks, Zou described his day at the Center as an important conclusion to his visit to the United States, with the activities he had experienced further enriching his visit. "I never expected it to be so colorful," he said.

Zou expressed his gratitude to both PCC and BYU-Hawaii for the introduction to the islands of Polynesia, for their

Continued on page 7

DRUMS OF POLYNESIA

Bits and Pieces...

Special Visitors

John Hollon, Executive Editor, Honolulu Advertiser... **Bob Jones**, anchor, KGMB-TV with spouse **Denby Fawcett**, a reporter at KITV-4... **Charles Louis Le Guern**, Deputy Counsel General, Consulate of France... **Francis DeBus**, President of the French University of the Pacific, French Polynesia... **O'Brien Eselu**, entertainer & kumu hula at Paradise Cove... **Ngere Teina Puna**, Minister of Education for the Cook Islands... Grand Chief **Edward John** of the Ti'azt'en Indian Nation....



Photo Shoot of New
Canoe Pageant

Earlier this month, photographer **David Cornwall** and PCC's advertising agency, Ogilvy and Mather, conducted a one-hour photo shoot of the new "Pageant of Long Canoes: Ancient legends of Polynesia". The pageant is scheduled to premier Monday, May 30th and will feature various well known legends of Polynesia in some of the most colorful costumes ever seen at PCC. The photo is a major focal point of our new advertising campaign which will be unveiled in June.



PCC President Les Moore beams as he receives a finely-woven coconut leaf hat from the wife of the Cook Islands Minister of Education, Ngere Teina Puna, who looks on.

Local School Celebrates May Day at PCC

Kahuku High and Intermediate School's annual May Day celebration brought a capacity crowd of over 3,000 people to PCC's Pacific Pavilion recently. Dances included those from Polynesia, Japan and the Ukraine. The queen was **Ewalina Padeken** and the king was **Jonathan Tovey**. **Tracy Keawehawaii**, Miss Aloha Hula 1994, who was part of the audience, graciously performed an impromptu hula. Many mahalos are extended to the Center ohana who made the late evening extravaganza successful.

*Happy Mother's Day
to all PCC mothers.*

*Your contribution is not only
felt in your home,
but also in our workplace.
Mahalo.*



Special McDonald's Bonus Card only for Center Employees

A special PCC employee Extra Value Meal Bonus Card will be issued to all Center employees next week in your paychecks.

The card was arranged through the Center's Communication Division with Susan Smith, owner and operator of McDonald's Laie and Haleiwa where the card can only be used.

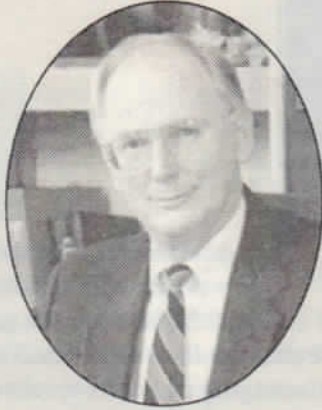
"Our two North Shore stores are happy to honor the Extra Value Meal Bonus Card because we consider PCC employees important and valued customers and we appreciate their business," she Smith.

Using the card is simple: After purchasing one Extra Value Meal, it will be punched. After six (6) punches, the bonus card can be redeemed for a FREE Supersized Extra Value Meal.

"This special benefit to employees in conjunction with McDonald's is a winning combination for everyone," said John Muaina, Senior Vice President of Human Resources.



Polynesian Cultural Center Officers and Directors



PRESIDENT'S MESSAGE

It is important every employee recognize and know PCC's officers and directors by face as they fulfill their weekend assignments as "Officers of the Day" on a rotation basis. This will improve their effectiveness in resolving problems and responding to any special needs that arise when they are on the Center's grounds. This will also promote better communication and cooperation throughout the Center.

Lester W.B. Moore



Senior Vice President
COMMUNICATIONS
Reg Schwenke



Senior Vice President
ENTERTAINMENT &
OPERATIONS
Les Steward



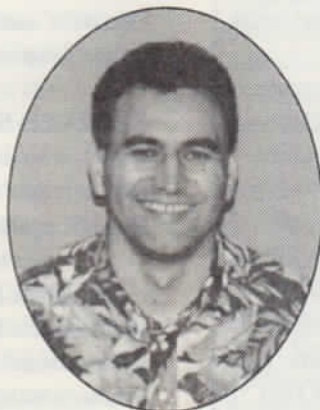
Senior Vice President
GUEST SERVICES
T. David Hannemann



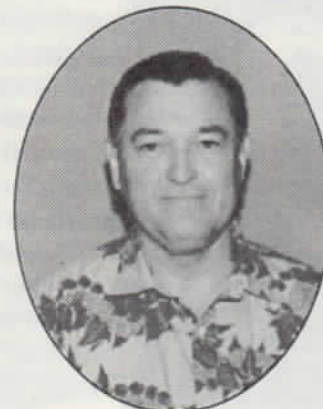
Senior Vice President
HUMAN RESOURCES
John Muaina



Controller
FINANCE
Larry Yuen



Director
ADMISSION SALES
Alfred Grace



Director
RETAIL SALES
Mike Foley

PCC fire-knife dancers **So'o Tufaga** and **Tuione Tovo** were among nine semifinalists selected from 23 entrants last Saturday night in preliminary competition.

So far, two finalists have emerged from Wednesday and last night's semifinals-Ifi So'o and So'o Tufaga.

PCC's Tuione Tovo, Hogan To'omalatai and Tulaga Tevaga compete tonight for the last finalist selection.

In a stunning upset, nine-year-old **Hogan To'omalatai** from Apia, Western Samoa, danced his way into the record books by upstaging far more seasoned veterans to become the youngest semifinalist. The dancers came from Las Vegas, Guam, Hawaii and Western Samoa.

To'omalatai, stole the show and the hearts of a cheering capacity crowd last Saturday and Tuesday with daring and flawless performances - matching the moves and exceeding the showmanship of many of his veteran counterparts.

Employees can purchase \$6 show-only tickets to watch tonight's semifinal and tomorrow's 1st show at 6 p.m. The cost for tomorrow's 8 p.m. show is \$12.00 because of the high demand by guests paying the full price. However, all finalists will dance in the 6 p.m. show.

"I'm so happy to represent Samoa (as a semifinalist)," gushed an excited To'omalatai moments after he was named a semifinalist last Saturday.

Seven other fire-knife dancers from Western Samoa were flown in by Polynesian Airlines for the competition.

The Center is offering \$7,000 in cash awards along with other special prizes which include a customized, chromed set of hand-carved dancing knives and a beautifully framed

print from world-renowned environmental artist Wyland.

Developed by the Polynesian Cultural Center, this world championship event is co-sponsored by Polynesian Airlines, Rodeway Inn Hukilau Resort, Hawaiian Airlines, Turtle Bay Hilton and KHNL TV (Fox 13).

"That kid (Hogan) is going to be



*Hogan To'omalatai
(Apia, Western Samoa)*

Photos by Niall Forester

a great one. For his age, he has an incredible degree of confidence, stage presence and charisma. He's a natural showman,"

said PCC's event coordinator Pulefano Galea'i.

The different judging panels consist of retired and respected professional fire-knife dancers from throughout Hawaii and Samoa.

The current 1993 world champion, PCC's Sielu Avea, did not compete this year because of a knee injury several months ago that prevented him from training for this year's competition.

The nine semifinalists are:

- **LETOE'E LEATIGAGA**, (Kahuku, Oahu), who has danced professionally for over 20 years in Western Samoa, American Samoa, Guam and for various Waikiki shows. He has appeared in cameo roles for Donny and Marie Osmond's movie "Going Coconuts" and the CBS television series "Jake and the Fatman."

- **STEVEN SILULU**, (Waianae, Oahu), who dances professionally for Germaine's Luau and in Maui for the Legends in Hawaii show.

- **IFI SO'O**, (Wailuku, Maui), who won the best fire-knife dance soloist award for Tihati Productions and has traveled around the world performing his unique brand of fire knife dancing. He is well known for his dancing

WARRIORS OF THE SQUARE OFF FIRE-KNIFE DAN

**TWO PCC
9-YEAR-OLD FR
AMONG TH**

Editor's Note:

In the next issue of Imua Poleni Samoa's Senator Olo F. Letuli, dance. Details and photos of to included.



Letoe'e Leatigaga (Kahuku, Oahu)



Ah Chew Tafu

THE FLAMING KNIVES TOP 1994 WORLD DANCE CHAMPIONSHIP

AMERICANS AND A FROM WESTERN SAMOA SEMIFINALISTS

we have a special feature on American
first man to add fire to the Samoan knife
dancer's World Championship will also be



PCC's Tuione Tovo (Laie, Hawaii)

routine with one and two razor-sharp machete's blind-folded. He won the Mr. World Pageant at the Royal Hawaiian Hotel and has appeared as a fire-knife dancer on NBC's "Today Show" and "Hawaiian Heat" television series.

- **AH CHEW TAFITI**, (Laie, Oahu), a regular performer for Tihati Production's shows at the Princess Kaiulani Hotel and Royal Hawaiian Hotel Luau. He is a former PCC fire-knife dancer.

- **TULAGA TEVAGA**, (Wailuku, Maui), a long-time PCC fire-knife performer who now performs regularly at the Maui Marriott's Polynesian review. He has made numerous appearances for television shows over the past 20 years.

- **HOGAN TO'OMALATAI**, (Apia, Western Samoa), who has been performing the fire-knife dance for only two years. He is a student at Falefitu Primary School at Faatoia, Apia and is the youngest performer ever in this competition.

- **TUIONE TOVO**, (Laie, Oahu), a regular performer at the Polynesian Cultural Center and Tihati Productions. At 17, he is the second youngest semi-finalist and was the 1st runner-up last year at the 1993 World Fire-knife Dance Championship. He recently performed as a fire-knife dancer on

the ABC television series "Byrds of Paradise."

- **SO'O TUFAGA**, (Kahuku, Oahu), a long-time performer at the Polynesian Cultural Center, he was the 2nd runner-up at last year's world championship. He has also represented the Center throughout the world appearing on numerous television shows in Asia, Europe and the Mainland.



PCC's So'o Tufaga (Kahuku, Oahu)



(Laie, Hawaii)

- **WISE VITALE**, (Aiea, Oahu), a long-time performer for Tihati Productions at their shows throughout Hawaii. Vitale is also a former PCC promo team performer.

"WE ARE SAMOA"

FESTIVAL TOMORROW

The second annual Samoan Arts Festival will take place tomorrow from 9:00 - 2:00 p.m. at the Pacific Pavilion.

Eleven high schools will compete in four competitions: Lauga Feiloa'iga or welcoming speech; a solo poem competition with the theme - Loto Nuu or "The Spirit of Samoa"; Sasa, Maululu, Tauluga - dances of Samoa; and traditional Samoan activities and games such as si'aga afi (firemaking), lalaga ato (coconut leaf weaving), and o'aga popo (coconut husking).

Student participants will be admitted free. Parents and others (PCC employees included) pay a special rate of \$5 for the competition and including all regular daytime activities at the Center.

Another special low rate of \$11.95 covers the festival, all daytime activities and the evening show (6 p.m. show.)

A Samoan plate lunch and other special treats such as panipopo (Samoan coconut cream rolls) will be sold at the Pacific Pavilion.

There will also be special performances by the young fire-knife dancers from Western Samoa.

THE SPIRIT OF THE POLYNESIAN CULTURAL CENTER

From our Mail Box

"Today I spent one of the most fun and rewarding days of my life at the Polynesian Cultural Center. I owe this all to the many courteous, happy and friendly workers here at the Center. I would like to especially commend the workers at the Ambassador Restaurant for their hard work and great customer service. They really left a lasting impression on me and I will recommend PCC to all my friends back home."

Jasmine Kekahuna
Hilo, Big Island

"I want to acknowledge an employee of the Polynesian Cultural Center. Her name is Ella Manumaleuna. My family and I were in Hawaii to celebrate my parents' anniversary. I had been in communication with the Polynesian Cultural Center several months prior to our arrival. Due to a miscommunication, I did not have the opportunity to reserve good seating for the evening performance. I was quite distressed to arrive at the Center with my family to realize this error.

Ella spoke with me in a calm and professional manner which put me at ease immediately. She created a solution to my dilemma and I found myself in awe of her ability to respond to me in such a respectful way. I will never forget the impression she made on me, and I will never ever forget my parents' faces as we sat and thoroughly enjoyed the spirit of "Mana". Thank you."

Charlene Montour
Narragansett, Rhode Island

"I wanted to personally express my appreciation to you (Palauni Ma Sun) for all you did to help Donna and I experience our "dream vacation". The day at the PCC was truly one that Donna and I will always remember. We were made to feel very special when we were introduced as special guests. Donna and I would also like to believe that we have made a new friend. We were both so impressed with "You" as "Palauni" in addition to how professionally you handled the planning of our trip. Once again, thanks so much. I can now certainly understand why Les Moore speaks so very highly of you."

Dan McMullin
President, Mini Mart Inc.
Casper, Wyoming

"I would just like to express my sincere appreciation and gratitude to the employees of PCC's Ambassador tours. The service was wonderful. Never have I met more warm and welcoming workers as those I met there. They deserve a lot of thanks for all the hard labor they perform to satisfy us tourists. They more than made my visit enjoyable!"

Daphne Flavin
Hawaii, Hawaii

"The PCC was a spectacular attraction which offered an educational and fun-loving experience. All the employees were friendly, courteous, respectful and displayed the true meaning of aloha. I truly enjoyed the hospitality of your Ambassador staff. They were all exceptionally helpful, pleasant and demonstrated good customer service. The Ambassador restaurant deserves an A+."

Michiko Oyadomari
Awase, Okinawa, Japan

"I found the Junior Guide docent's assistance and guiding our classes to be very helpful and impressive. I enjoyed the one-to-one help and attention you gave us without our class getting lost in the shuffle."

Teacher
Hickam Elementary School

"I like your IMAX theater. Before the show I really liked it because it was cool. Your guides are really pretty, especially Deon."

Student
Ben Parker School

"This (Sterling Scholar) was a first for me, but such an exhilarating experience. Although I came aboard the first week of January, after our nominees were selected, I thoroughly enjoyed working with the group of students who represented Castle. I hope that next year I will be able to be more involved because I believe I can be of greater assistance to our nominees having some experience now. The program was well-organized and Hawaii should be proud to have such outstanding community support. Thank you for giving me the opportunity to learn more about your program."

Castle High Coordinator for Sterling Scholar

"This is a letter of thanks for the Polynesian Cultural Center's involvement and great contribution in the Sterling Scholar Awards. The environment and accomodation provided by the PCC was ideal. I thank you for sponsoring such a prestigious program that recognized outstanding seniors in the state.

Lester Moore's speech given at the banquet was well spoken. It inspired me to be a better person, one that remembers where and how I came to be."

Robert Hsiung
McKinley High School

"Mahalo! The sincerest gratitude for all the hard work, heart and soul given by all those involved in organizing the 1994 Sterling Scholar Awards. I really appreciate this tremendous service to the community."

Shannon Nantais
Mid-Pacific Institute

Hi, my name is Derick Nguyen and I was the Sterling Scholar finalist from Farrington High School. I want to personally thank your for organizing the Sterling Scholar program and making it possible for me. You don't know how grateful I am to be the runner-up in the Visual Arts category. Again, thank you.

Derick Nguyen
Farrington High School

About your paycheck

Our PCC payroll department's most important function is to produce an average of 1,300 paychecks every two weeks. Accuracy is the key to all "quality" paychecks and it is vital Payroll receives the correct information. This means employees and their supervisors must account for every hour worked, vacation leave, sick or jury pay, and deductions for DMBA, retirement, etc.

Payroll depends on the following sources to produce a "quality" paycheck:

- Supervisors and timekeepers who must ensure timesheets are correct and complete.
- The Human Resource Department must provide employees with current, updated information.
- The Compensation and Benefits departments must process benefits on a timely basis with the correct deduction amounts.
- The employee must provide all the pertinent information and documents on a timely basis.
- Employees must punch/clock in or

let supervisors/timekeepers know of adjustments before signing timesheets.

Mistakes are costly. An incorrect paycheck costs more to produce. A normal paycheck costs an average of \$1.20 per paycheck to produce. A corrected paycheck costs an average of \$3.00 per paycheck. Some months Payroll has to produce about 75-100 additional checks which require changes.

Payroll needs the kokua of every employee to reduce the number of additional checks produced every month. With everyone's help, the Center will realize savings and help bring employee raises sooner.

PCC and BYUH Play Key Role in 1994 State Math Bowl

The 17th Annual State Math Bowl was held last month at BYU-Hawaii where a total of 30 high school teams participated.

For the first time in the program's history, Hawaii private schools claimed five of the top six spots.

In the AA Division (17 participating schools with enrollments of more than 1,000 students), Punahou School placed first; with Iolani School second, and McKinley High School third.

In the A Division (13 participating schools with less than 1,000 students), Mid-Pacific Institute was a repeat winner with Sacred Hearts Academy second and Hawaii Baptist Academy third.

PCC was one of the title sponsors along with the BYU-Hawaii and the Honolulu Star-Bulletin. Other sponsors included Bank of Hawaii, Hawaiian Electric Company and McDonald's Hawaii.

"One of the primary founding purposes of the Polynesian Cultural Center is to support and encourage excellence in education and this program fits our mission, said PCC President Les Moore.

"It is very important for us to commit ourselves to these aspects of student achievement whether it be the Sterling Scholar Awards or the State Math Bowl," he added.

Vice Premier Zou, continued from page 1

commitment and assistance to university students from the Pacific and other world nations, and their role in promoting harmony worldwide.

After a toast with soft drink in which he asked the guests to stand up for continuing growth, prosperity, close relations and a peaceful future, Zou presented the Center with a double-sided Chinese embroidery of a cat, a traditional symbol of peace.

"I want to thank the Center ohana for the aloha shown to Vice Premier Zou. I know the success of his visit is a result of attention to detail, hard work, hospitality and the spirit of sharing," said President Moore.



PCC's Hawaii Islands manager Cy Bridges presents a wooden poi pounder to Vice Premier Zou.

Melissa Te'o welcomes Vice Premier Zou to Tahiti while PCC President Les Moore looks on.





HANA HOU



TO DO AGAIN, REPEAT, RENEW, REPAIR, MEND, ENCORE

IS THE CUSTOMER ALWAYS RIGHT? WHICH CUSTOMER?

by Miller Soliai
Training Manager

*"The customer perceives service in his or her own unique, idiosyncratic, human, emotional, end-of-the-day, irrational, erratic terms."
(Tom Peters)*

As employees of the Polynesian Cultural Center, we are constantly being swamped with customer service reminders. We have all heard the sayings:

- The customer is always right.
- The customer comes first.
- The customer defines quality.

Yes, these "truths" should be part of the governing principles behind all we do here at the Polynesian Cultural Center. However, without maintaining a certain balance, we risk capsizing our organization in the storms of the turbulent sea, which often acts more like an ocean. Effectiveness comes from setting

apart the resources of an organization to balance the prioritized needs of key customers, both internal and external. In other words, an organization cannot be all things to all people. Tom Peters states:

"We need to be aware of the human failings of each customer, including ourselves. To help counterbalance swinging too far to the perspective of whatever the customer wants, the customer gets. We have to put in place principles, systems, practices, and processes for quality that will ensure that not only do we satisfy the customer, but we also remain true to our mission as an organization."

This paradigm of having principles govern the quality of our customer service here at the Center provides an excellent framework for considering this key concern of, "Is the customer always right?"

Some people say "feedback is the breakfast of champions". Not so...Knowing what's important, clarifying your personal values, and examining those values in light of your best perception of true and correct principles is "breakfast."

"Lunch for champions" is being

routinely and openly accepting of feedback – (good and bad) – about who you are and what you are doing, as well as how you can do better.

Now, the "dinner for champions" is using all your human capabilities: self-awareness, imagination, conscience, and independent will to define and then take action to improve.

Stephen R. Covey

SAFETY TIPS

Asking Guests to Participate in Demonstrations

STOP! Are you hurrying them? Is their pathway to your demonstration area clear of obstructions?

LOOK! Are they reluctant or embarrassed to participate? Choose only willing participants.

LISTEN! Observe the guests demeanor and voice tone to determine if they want to discontinue their participation. Help them step off the stage.



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Executive Editor
Reginald L. Schwenke

Editor
Rubina Forester

Design & Production
BYUH Press Services

PCC Officer Group

Lester W.B. Moore
T. David Hannemann
John Muaina
Reg Schwenke
Les Steward
Larry Yuen