



IMUA POLENISIA

NEWS FROM THE POLYNESIAN CULTURAL CENTER

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PCC Board Approves New Shopping Plaza

PCC's Board of Directors has approved a brand new \$1.3 million shopping plaza at the current Ali'i Luau location which will enhance the Center's retail sales and concession revenues.

The new shopping complex should be completed before the end of the year.

At the same time, the Center agreed to extend Host Marriott's contract for another five years. Contract negotiations are in the final stages.

As a new product addition, the shopping plaza has yet to be named. The name contest held earlier this year produced no winner. However, a recent survey with outside sources familiar with PCC operations revealed the two most popular choices – "Island Treasures" or "Treasures of Polynesia." A final decision has yet to be made.

Plans call for the new shopping plaza to take the entire area from the night show exit bridge to the Ali'i Luau entrance. The lagoon will either be filled in or spanned. Once completed,



An artist's rendering of the preliminary design of one portion of the new shopping plaza.

all guests will exit the night show through the shopping plaza. Guests will have the opportunity once they enter the Center to enjoy a multi-cultural shopping experience leading up to the Night Show and during intermission.

The new product addition is expected to:

- Increase in the number of guests.
- Maximize the entry and exit flow patterns of guests through the plaza.
- Improve working relationships with tour and transportation companies.
- Optimize marketing opportunities for shopping, maintaining competitive pricing and developing a unique and authentic island gifts product mix.
- Bring about a new spirit of cooperation between Host Marriott and PCC. Together both organizations will form a more effective strategic alliance.

- Allow PCC to work with Host Marriott in creating a variety of unusual gift items and souvenirs unique to the Polynesian Cultural Center.
- Include helping Host Marriott maintain competitive pricing and optimize merchandizing opportunities.

Janine Engeron, Host Marriott manager, is excited about the project.

"The theater lanai will be restructured and positioned in concept stores representing all Polynesian islands. A completely redesigned main shopping store will be located where the current luau kitchen is.

"While the roofline will remain the same, a world-famous store designer will incorporate kiosks with artisans demonstrating lots of interesting skills, a duty-free shop for visitors, native craft booths and other shopping stalls into the plaza design," added Engeron.

PRESIDENT'S MESSAGE



Lester W.B. Moore

Editor's Note

PCC President Les Moore's column will appear in the next issue of Imua Polenisia. He travelled last week to Australia to teach the strategic planning process to the Church Education System (CES) administrators from the South Pacific area.

THE SPIRIT OF THE POLYNESIAN CULTURAL CENTER

Japanese Customer Comments The Best Aspects of Your PCC Experience

- "Employees worked very hard. I was impressed by them."
- "IMAX was impressive (it could be better if they had Japanese on the headphones or something.)"
- "PCC was clean."
- "I was happy because our guide (student) was funny."
- "All of guides could speak Japanese very well and explain well."
- "I think the Night Show is the most impressive show in Hawaii."
- "Our guide was a very good comedian. The night show was excellent, better than I had expected."
- "Dancing by young people (very impressive). It was relaxing. I was surprised by students."
- "I like (the) Samoa show because customers also can join in this show. Good communication with villagers."
- "Fire dance was impressive."
- "Because of student employees, I felt comfortable."
- "I was surprised by the power of the fire dance."
- "Show was wonderful. Guide was kind and funny."
- "Husking the coconut. Samoan show was so unique and I liked it very much."
- "The most impressive thing was that even though Polynesians look very scary, they're very kind and humorous."
- "Guides mood was great. Samoan show, fire dance...I will come again."
- "Night show was the best activity. We had a good time watching it."

Just a few lines to tell you how very much we enjoy receiving the news (Imua Polenisia) from the PCC regularly. It is still exciting for us to read about all of our friends at the Center and to learn of the Center's progress.

**Owen & Dorene Ford
Safford, Arizona
(former PCC missionaries)**

Your center is divine. We had a glorious day. The Samoan guy is the most gifted comedian I have ever seen.

**Pamela Masters
Vice President
Sea World, California**

What a great day. From the moment we arrived, Mary Jo and I were totally impressed. Everyone we met were truly professionals – from the Island of Samoa all the way to New Zealand. It was clear we were meeting enthusiastic folks with a sincere desire to share their unique culture and homeland.

The Maori *patu* presented me symbolized a warrior's courage and skill in meeting challenges. It is a perfect symbol for the Polynesian Cultural Center and the university.

I've spent the last 20 years as a commander of large organizations (up to 50,000 people). You have a first-rate outfit – well kept facilities, motivated, courteous folks and pride everywhere. I was impressed...

**General Charles A. Horner
United States Air Force,
Commander in Chief**

It was wonderful. The entertainment and food were great. Everyone is very friendly and cooperative. They really set the mood for the shows and different lifestyles of the islands. Thanks again from all of us. Aloha.

**Terri Buffington
Dove Creek, Colorado**

Enjoyed the different shows – very active. Good dinner – and handled well. Appreciated cloth napkins instead of paper.

**C. Fletcher
Sewickley, Pennsylvania**

What a wonderful time we had during our recent visit to the Polynesian Cultural Center. We were so impressed with the entire operation; the overall beauty of the grounds, the delightful personnel, the maintenance people, the demonstrations in each village.

Everyone associated with the Center couldn't have been more helpful, more knowledgeable, more interested in assisting the visitors.

Our guide, Aaron Shumway, was truly a delight, with his knowledge of Polynesia and his ability to speak the Chinese language along with Tongan; he was not only a terrific guide for us, but so helpful to many people as we toured the Center.

We met David Hannemann during our tour and as always he was looking after everyone within his eyesight. May I say we have never been more impressed with the entire operation. The emphasis on "culture" in the village demonstrations was excellent; helping the visitor to gain an understanding of the true culture of each Polynesian group. We were especially thrilled with the Marquesan Village as we had never seen that activity there before. The influence of both the Maori and the Tahitian was exciting for us and it was done so well. They were wonderful.

We had an elegant dinner in the Ambassador Dining Room and that was another special treat, with a most adorable and professional waitress. Along with the "after dinner" canoe trip, we were really given the VIP treatment.

The show was superb! So fine-tuned and moving... It is the only show of its kind to my knowledge. It is Polynesia in perfection. When I asked the little boy sitting next to me how he was enjoying the show, he said, "I loved the special effects!" He wasn't more than five or six years old. So I guess you could say, it's Polynesia in perfection with special effects!

I feel my remarks should have more credibility than the average visitor. As you know both of us were associated with the Center in its early days. My husband (Les), of course, as general manager. Having spent over six years in New Zealand and gaining a love and knowledge of the Polynesian people, we naturally appreciate everything that takes place at PCC. We both have made numerous trips over the years to Hawaii and have always included plenty of time to visit the Center. It has always been the highlight of our Hawaii vacation.

I didn't intend for this letter to be so lengthy, but it is difficult to find words to express my congratulations to you and all those who are associated with the Center. It will always hold a special place in our hearts. We thank you for the wonderful day and many lovely gifts that were presented to us, but the gift that we received that has the most meaning is the precious Polynesian gift of "aloha" which we felt in rich abundance surrounding us.

**Edith Hawthorne
Barbara Keep
Avila Beach, California**

Polynesia Welcomes President Monson and Board of Directors

PCC's Board of Directors toured the Center several weeks ago with President Thomas A. Monson of the First Presidency.

At each of the PCC Islands canoe landings, the group was greeted with dances and addressed with speeches of respect.

Many of the group had their first opportunity to view the new canoe pageant "Ancient Legends of Polynesia" and the Fijian Firewalkers at the Hale Aloha.

President Monson expressed his deep gratitude for the aloha extended to him and his wife. "The hospitality of everyone at the Center will linger long after we leave Hawaii. Thank you."

At the special dinner in the Samoan Fale Ali'i, President Les Moore introduced the Center's International Promotion Team who gave a flawless performance for the guests.

Showing the exceptional energy, talent and spirit of Polynesia were Cathy Teriipaia, Tiare Tehauri, Ardis Moliga, Adele Wirihana, Shonna Harris, Raymond Magalei, David Tiave and Bill Tenney.

Testimonies of speakers were shared including Shonna Harris who expressed eternal gratitude for the privilege of being a Promo Team member.

"Promotions are not vacations," she said. "We work very hard and long hours. The opportunity to share the Polynesian cultures and our aloha with Heavenly Father's beautiful children everywhere is an unforgettable experience. We especially enjoy doing member shows where missionaries abroad are invited to bring investigators to the gospel to share in the spirit of love and togetherness."

In his remarks, Raymond Magalei gave thanks for his Promo Team experiences. "I have experienced personal growth in the years I have been a Promo Team member. We all try to set a good example remembering wherever we go we are ambassadors

of the Center, the Church and Hawaii."

Alfred Grace, who has left the Center to take the position of Vice President of Pleasant Island Holidays, also shared his memories of promotional tours.

"Our Promo Teams have played an exceptional role in promoting tourism to Hawaii and sharing aloha throughout the world. Moreover, the team members have educated thousands of future guests on the uniqueness and cultures of the Polynesian Cultural Center."

Mufi Hannemann, Hawaii Department of Business Economic Development & Tourism Director (representing Hawaii Governor John Waihee), paid tribute to PCC for its part in promoting Hawaii tourism.

"I have travelled in 12 countries with the PCC Promotional Team. These young people perform with talent and magical charm. The fine spirit of their performances have helped to increase tourism. The Center has been integral part in the major tourism recovery of Hawaii and for that we are appreciative."

Elder Dallin Oaks introduced new board member State Circuit Court Judge Boyd Mossman from Maui who said he was looking forward to serving the Church, the Polynesian Cultural Center and its people.

Retiring board member, Bill Gay, spoke of uncountable heartfelt memories of many wonderful years at the Center.

"I leave with feelings expressed in words such as gratitude, appreciation,

and love. I am grateful for the blessings as a result of association with talented and beautiful people over 31 years. Thank you for your patience, love and understanding," Gay said.

"I wish I could see the Center 30 years from now. I have a testimony of the importance of the work in which the Center is engaged. It has a divine significance and an important role in helping shape the lives of those who come and serve in this great work," Gay added.

Gay will receive his official farewell from the Board at the October board meeting in Salt Lake City so his family, church leaders and close business associates can attend.

Elder Joseph Wirthlin, board co-chairman, gave the final remarks. "Show the world perfection through your example," he said. "This is the work of the Lord - it exudes beautifully from the PCC. The world can see the spirit of testimony shining in the countenances of our youth. Never lose the ability to listen to the inner teachings of our Lord and Savior."



Phillip Smyler and Tanya Kingi present President Monson gifts on behalf of the Maori people.

POLYNESIAN CULTURAL CENTER INTRODUCES TAHITI BLACK PEARL FESTIVAL Over \$40,000 in Black Pearl Giveaways Highlight Two-week Festival

For the first time ever, the Polynesian Cultural Center will host the Tahitian Black Pearl Festival, from July 30 - August 13, 1994, in an effort to share French Polynesia's rich heritage through cultural performances, dance competitions, and interactive educational demonstrations and displays.

The history and cultivation of Tahiti's famous black pearls will be showcased throughout the festival.

As part of the festival, an 18-karat

gold black pearl necklace, offered by Tahiti Perles, will be given away daily in prizes worth over \$40,000. Entry forms will be available at the Center's reservations office located at the gateway to the Center with the drawing taking place every evening as part of the Center's night show, "Mana, the Spirit of Our People". Daily winners will be announced during the show's intermission. **PCC employees nor their immediate family members are not eligible to enter.**

President Les Moore said, "We developed the Tahiti Black Pearl Festival to strengthen intercultural friendships and mutual understanding of our partners in French Polynesia."

Highlights of the two-week festival include a daily 45-minute show featuring Tahiti's foremost dance troupe, "O Tahiti e!", performing traditional rituals, dances and songs.

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DRUMS OF POLYNESIA

Bits and Pieces...

Special Visitors

PCC Board members **Elder Dallin Oaks**, **Elder Joseph Wirthlin**, **Dee Andersen**, **Sterling Cotton**, **F. William Gay**, **Kalolaine Mataele Soukoup**, **Eric B. Shumway**, **Boyd Mossman** and **Ted Jacobsen**... Former PCC Vice President **Bryan Bowles** and his wife **Joan** vacationing in Hawaii... **Bob Jones**, KGMB-TV anchor with friends... Freelance journalist **Rita Ariyoshi**... **Ken Inouye** the Magic Kingdom (Disneyland) gardener... **Yasuo Kurata**, Assistant General Manager of SPA Resorts Hawaii... **John Eagle Day**, Executive Director of the National Sports Council of the U.S. Olympic Committee... seven members of the **Hawaii Tourism Marketing Council**... **Malia Solomon**, Hawaii State Senator... **Murray Cobban**, Consul General of Australia in Hawaii... **Elder and Sister Cree-L Kofford**, member of the Quorum of the Seventy... **Elder and Sister Durrel A. Woolsey**, member of the Quorum of the Seventy... **Debi Hartmann**, Chairperson, Hawaii State Board of Education...

Fijian Firewalkers

Fifteen Fijian firewalkers return home Sunday after a three-week performance



Fijian firewalkers level glowing hot rocks in preparation for the actual firewalking.



run at PCC. They appeared daily in the Hale Aloha from 5-6:00 p.m. where visitors crowded every afternoon after the Pageant of the Long Canoes, "Ancient Legends of Polynesia."



A Fijian chief walks on the backs of his warriors during a mock battle.

dancers. When the glowing hot rocks were duly prepared and positioned for steadiness, all firewalkers stepped on them without harm.

Ratu (chief) **Manoa Rasigatale**, the group's leader, extended their thanks to the Center for its hospitality. "We have toured throughout the United States, Europe and Asia. The warm friendships we have enjoyed here we will carry wherever we travel. Vinaka vaka levu!"

KCCN Live Broadcast from PCC

A three-hour live KCCN Radio broadcast from PCC took place

Saturday, June 25, while the commentator watched from a specially-decorated canoe beached by the lagoon side of the IMAX theater.

Employees interviewed included PCC narrator **Lamar Benevides**, Guest Services Manager **Delsa Moe** and Islands Director **Logo Apelu**.

Visit by America's Favorite Teenager Pageant Finalists

Twelve young finalists competing in America's Favorite Teenager Pageant visited the Center last month during their competition held at Turtle Bay Hilton Golf and Tennis Resort.

Last Year's winner **Kalli Kamauoha**, daughter of Photo Polynesia president **Spencer Kamauoha**, hosted the teens who are chosen for academic achievement, poise, and community service. Kalli works for Photo Polynesia part-time.

Service Missionaries Return Home

Elder Ardean and Sister Lillian Hinton returned home to Bountiful, Utah, last week after serving 18 months at the Center. Before they left, they expressed appreciation for the kindness and goodwill extended them by the Center ohana.

"You never really leave a place you love. You take part of it with you, and leave part of you behind. We will take the spirit of the people of the Center and Hawaii with us and we will always feel their warmth and aloha," they said.

PCC Hosts Large Fam Tours

Three FAM (Familiarization) tours totaling 170 travel agents, mostly from JTB (Japan Travel Bureau), visited the Center last week. They toured PCC's islands, day and evening shows, IMAX and ambassador dining facilities. Their purpose was to evaluate the Center services and program as a destination for their tour companies and their clients - all potential PCC visitors.

PCC's Dental Plan Benefits

How Do the Dental Benefits Compare?

When you enroll in one of the medical plans below, the following Dental Plan benefits will be included in your coverage:

Plan Benefits	ManagedCare & NetworkCare
Annual Maximum	\$1,000 (per person)
Preventative Care	100%; \$10 Co-payment per visit
Restorative Care	80%
Oral Surgery	80%
Hospitalization & Anesthesia	80% (Does not apply to annual maximum)
Sealants	80%; to age 24
Orthodontics	50%; to \$1,300 Per Lifetime
All benefits are subject to the maximum allowable charges determined by Deseret Healthcare.	

July Suggestion Award Winners

Congratulations to the following employees who received \$20 awards for their winning suggestions which are presently being utilized within the company. Their suggestions either made money for the Center, saved money or they were safety-related.

Name	Department	Suggestion
Kuenilini Tafuna	Concessions	Complete first aid kit
Tiare Vainerere	Theater	Gutter in tunnel to drain water
Paul Mauerman	Tech Services	Safety belts
Kaniela Kalama	Ambassador Dining	Recycling paper, cans, etc
Tua Sanerivi	Theater	P.A. system to direct guests to Night Show
Sui Alaiasa	Theater	Colored lights on stairs for safety
Kehaulani Oleole	Theater	Theater curtain maintenance
Wally Chew	Business Office	Waiting lines at restrooms/lighting of signs
Ellen Gay Delarosa	Theater	Fire Knife finale/clean transport of deellites
Lois Wilson	Business Office	Rain protection



HANA HOU



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

Eliminating Lateness & Absenteeism

by Rubina Forester
Communications Coordinator

Two of the problems which plague companies including PCC are lateness and absenteeism.

Why these two problems erode the overall performance of a company lies in the difficulties that arise. It is hard enough to schedule work efficiently even when everyone shows up, but when people are unexpectedly late or absent,

adjustments have to be made at the last minute.

There are ways to minimize and reduce the problems associated with lateness and absenteeism.

The first has to do with commitment by all employees who must understand now their actions affect their co-workers. When one of the team is late or absent, they are letting others down.

Keeping regular hours sets a good example for everyone. Fellow employees feel better about complying with promptness and regular attendance when they observe each other coming to work on time and avoiding the abuse of sick leave.

Supervisors can help minimize lateness and absenteeism by taking more time to appreciate the work people do when they are not absent. Employees who feel needed and wanted – who know their presence on the job is important – are less apt to be late or absent.

Employees can help themselves by probing their own reasons for lateness and absenteeism – is the job too boring, does it lack challenge, etc? Remedies can be found and when supervisors and their employees work together, they can reduce tardiness and absenteeism and increase teamwork and on-the-job comraderie and cooperation.

Black Pearl Festival
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The troupe's performances will be introduced with a fashion show by "Alberto", a famous Italian designer now living in Tahiti whose designs have been influenced by the beauty of the Tahitian black pearl. These daily performances will be from 5:00-5:45 p.m. in the Hale Aloha amphitheater.

Two multi-media presentations by Tahiti Perles, the world's largest producer of black pearls, and Tahiti's Tourism Board, top off the festival experience.

Tahiti's cultural representatives, the winners of the annual Heiva festival, Miss Heiva and Heiva Tane 1994, will be making special appearances throughout the festival. The month-long festival in Tahiti is the island's most important cultural event each year.

There will be two Tahitian dance competitions on Saturday, August 6 and 13, that will be held in the Center's Pacific Pavilion Theater from 9:30 a.m. to 2:30 p.m. More than 10 dance troupes, some from as far away as the mainland and Japan, will participate.

There is no additional cost to see and participate in the Tahiti Black Pearl Festival events and drawings for visitors and kama'ainas who pay the regular price of admission to the Center.

The Tahiti Black Pearl Festival is sponsored by Tahiti Perles and the Polynesian Cultural Center. The co-sponsors are Rodeway Inn Hukilau Resort, Hawaiian Airlines and Turtle Bay Hilton Golf and Tennis Resort.

SAFETY TIPS

Avoiding Finger Cuts

STOP! Are you watching what you are doing? Stop cutting immediately if something distracts you.

LOOK! Make sure your fingers are out of the cutting blade's way. Avoid gesturing around with a sharp tool in hand.

LISTEN! Know the proper way to hold and use sharp tools. Avoid horse-play around sharp objects and tools.



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