

July 31, 1992



IMUA POLENISIA

THE VOICE OF THE POLYNESIAN CULTURAL CENTER

Tahitian Children Perpetuate Traditions



See cover story page 13

CUSTOMER SERVICE & THE "FORBIDDEN LANGUAGE"

by Miller Soliai, Training Manager

Sometimes the most costly business mistakes can happen in only four to six seconds upon meeting our guests after their arrival to the Center. Here are five forbidden phrases you don't want to use when talking with our guests.

• **Forbidden Phrase #1:**

I don't know. There is no need to ever utter these words. If you don't know, find out. Usually, there isn't a thing you can't find out, outside of sensitive

and financial information. Instead, say: "That's a good question. Let me check and find out."

• **Forbidden Phrase #2:**

We can't do that. This one is guaranteed to get your customer's blood boiling. Instead, say: "Let's see what we can do." Then find an alternative solution.

• **Forbidden Phrase #3:**

You'll have to. Wrong. The only thing a guest has to do is die and pay taxes. Instead: Use phrases such as "you'll need to..." or "here's how we can help

with that..." or "the next time that happens, here's what you can do..."

• **Forbidden Phrase #4:**

Hang on a second, I'll be right back. If you've ever said that to a guest, you've lied. Not a big lie, but nevertheless an unnecessary lie. Instead: Watch what happens when you tell the truth. "It may take me two or three minutes to get that information. Are you able to wait while I check?"

• **Forbidden Phrase #5:**

"No" at the beginning of a sentence. The word "no" is useless and conveys total rejection. Most sentences are grammatically correct without the word. Instead: Turn every answer into a positive response. "We aren't able to refund your money, but we can upgrade your package or product at no charge."

PCC IN THE NEWS

Los Angeles Times
April 1992

"In 1963 they opened the Polynesian Cultural Center, dedicating it to the survival of the arts, crafts, song and traditions of Hawaii, Tahiti, Fiji, Samoa, Tonga, Maori, New Zealand and the Marquesas – all the main centers of Polynesian life. The PCC, as it is called, is the windward coast's concession to tourism.

Yet in the re-creation of those ancient lifestyles – Polynesia before the white man came – it holds up an authenticity that is much in keeping with its environs – windward Oahu still the country, a place removed from the contemporary scene."

Pacific Northwest Magazine
April 1992

"Oahu's most popular paid attraction is the Polynesian Cultural Center.

Allow a day to cruise along a network of canals and lagoons to villages representing Hawaii, Tahiti, Samoa, Tonga, Fiji, the Marquesas, and Aotearoa (New Zealand).

There are cultural dancing and craft shows, an IMAX theater, and an evening luau followed by a full-stage Polynesian production."



NEW STUDENT body officers at SSSH are Pres. Hayley Phelps, Reporter Joe Harding, and In back, Megan Smith vice president. Laura Sanders, not pictured, is secretary.

(Photograph)Published in the "Caribou County Sun" (Soda Springs, Idaho) was the above photograph announcing the studentbody officers of the local high school. We'd like to think Joe Harding's t-shirt had something to do with his successful campaign.

PCC ACCOMPLISHES MO(O)RE WITH LES(S); GRIM OUTLOOK USHERS IN "GREAT" NEWS

by Reg Schwenke
Rubina Forester

The good news is PCC's market share has increased substantially and its financial performance from January through June this year — compared with 1991 — is spectacular!

The bad news is Hawaii's fragile visitor industry is reeling from the impact of an airfare war that kept hundreds of thousands of Mainland visitors away this summer. Worse yet is a sharp downturn in Japan's economy that has reduced eastbound travellers to Hawaii — and could negatively impact this important market segment for several years.

Already, many local visitor-based companies have "written off" this year and have publicly indicated 1992 will be a "disasterous" financial year for Hawaii tourism. Indeed, the Hawaii Visitors Bureau has even projected total visitors to Hawaii will be about 2-3 percent lower than 1991 — which was considered a dismal year.

It was with all this in mind — the optimism of PCC's unprecedented six-month performance through June countered by the grim reality of Hawaii's recessionary indicators — that PCC president Les Moore stood before about 500 Center workers at last Tuesday's quarterly State of the Polynesian Cultural Center meeting.

Moore praised employees for the hard-earned accomplishments, sacrifices and commitment demonstrated over the last nine months since he joined the Center — noting they had literally "moved mountains" in reference to the physical, attitudinal and improved morale changes evident throughout the Center.

He spoke of the strategic five year and operating plans that are in their final stages of completion. He praised the Officer Group and PCC Management Team for their enthusiasm in learning and understanding new principles of accountability, money

management, expense control, production standards and upgraded services recently introduced to the Center.

Specifically, Moore pointed out he had never before encountered a group of working associates who had embraced these principles so quickly with such fervor and dedication as those he has found at PCC.

"There is no other place I would rather be now than here with you. I love and appreciate you so much and I am committed to serving you. I have never worked harder or longer before in my life. In fact, I have completed about four years work in just nine months and you are my inspiration," Moore said.

Using a series of overheads, he outlined the Center's exact financial picture from January through June, adding "we experienced one of our best financial performances in eight years."

Net revenues, he said, were 16.1 percent ahead of 1991 while operating expenses had decreased 2.3 percent. He credited the PCC Officer Group and managers for exercising complete ownership and tighter control of their budgets without impacting the quality of service rendered to other Center departments and guests.

He further reviewed in detail the Center's current assets, liabilities and cash balance. It was a confidential overview PCC employees as a whole had never been privy to, but served as a deliberate vote of confidence and a signal from the president that the "only way the Center will reach new heights of success will be if we truly work together as a team. I don't have the answers, you do," Moore said referring to the entire body of the Center.

He encouraged employees at all levels to freely submit ideas and recommendations to upgrade and improve the Center in all areas.

Moore stressed, however, that we should not lose sight of who and what we are — a "unique living museum created to share with the world the cultures, diversity and spirit of the

nations of Polynesia. We are not just a site, but a complete experience guests will not find anywhere else in the world.

"We have to deliver an overwhelming and unforgettable experience for each guest from the moment they step on our grounds so they will leave having gained a sense of the 'specialness' of the Center's people — and they will be filled with a longing to return again and again," he said.

"In turn, not only the Center but the state of Hawaii will also benefit because the Polynesian Cultural Center will become one of the primary reasons visitors will want to return to O'ahu again. We have here what no one else in the world can offer," Moore said as he expounded on his vision for the future.

With a change in tone and focus, Moore described current and future market trends and economic indicators. He spoke of difficult times now and ahead not only for U.S. tourism, but also for Hawaii's visitor industry.

He emphasized it would be foolish for PCC to ignore existing recessionary indicators and announced several major changes which will prepare and sustain the Center for forthcoming market shifts and forecasts.

"As good as we are now, I envision in three or four years the Center will achieve a level of success few people here (at PCC) would have ever imagined. Our biggest challenge then will be how to control our phenomenal growth," Moore continued.

"It won't matter so much how many people are visiting Hawaii, because we will position the Polynesian Cultural Center and the state of Hawaii as the only place in the world where visitors can visit 'all of Polynesia, all in one place.'

"We will reposition Hawaii and PCC as a totally unique and highly desirable destination experience for the world. We must highlight and publicize what it is that makes Hawaii so different and special — and that's where we play a very important role as the world's pre-

(continued page 4)

PCC ACCOMPLISHES MO(O)RE WITH LES(S)

Employees Receive Great News at Quarterly Review Meeting

(Continued from page 3)

eminent and most successful cultural theme attraction," he said.

"Most importantly, PCC's collective efforts with the state Department of Business, Economic Development and Tourism (DBED&T), Hawaii Visitors Bureau, hotels and major airlines will further help to support and sustain hundreds of other visitor-industry businesses and attractions on Oahu," Moore said.

To immediately tackle worsening market conditions, Moore announced a major restructuring of PCC's Sales and Marketing Division. Effective immediately, senior vice president Peter Ka'anapu will move from this division to assume a new role as Assistant to the President overseeing strategic planning assignments for the Center's short and long term future. He will shift offices from Waikiki to Laie. The reorganized Sales and Marketing area is now divided into three separate divisions with each Division Director reporting directly to PCC president Les Moore.

The three division directors are Osamu Ozaki, overseeing all Eastbound Sales; Alfred Grace over Westbound Sales (all westbound commissioned account sales); and Mike Foley over the Hawaii Sales Division (incorporating all FIT, kama'aina and military sales).

Foley has already restructured his Hawaii Sales Division by appointing Teri Montgomery as new manager for Laie Reservations; John Mills as Waikiki Reservations Manager; and Fia Mau as Hawaii Sales Manager to coordinate all kama'aina and military sales. Reg Schwenke, senior vice president for Corporate Communications (who oversees the Center's advertising and public relations functions), will work synergistically to coordinate and align these activities with sales and marketing.

Other changes included a new schedule of top-level Officer Group, Sales and Marketing and Senior Management Team leadership training

meetings every Tuesday beginning at 6 a.m and concluding at 10:30 a.m. so as not to interfere with our normal daily work schedule.

Ushering a new era of accountability and clear communication to every employee to understand exactly what they are supposed to do and what is expected of them, Moore said he will teach principles that will provide the focus and direction for all employees "to read off the same page."

Already, new and very detailed Standards of Performance (SOP) have been written by Moore and his Officer Group and the correct process will be taught to the PCC Management Team in the next few weeks. A similar process will continue until every Center employee will participate in writing their own SOP with their immediate superior. All SOP's will tie directly into the Center's 1992 Operations Plan and the 1992-96 Strategic Plan.

He identified the key elements of a good SOP: Effective controls to achieve planned results; being results-oriented rather than activity-based; should specify each individual's job, how it should be done and how well it is being done.

He emphasized we must continue upgrading the PCC experience for guests, noting any complaint letters received will be published internally to promote excellence in service. The intent, he said, was not to point fingers or assign blame, but to immediately resolve customer concerns.

Superior customer satisfaction will be the goal of every employee, he said, adding we must all constantly strive to maintain the highest quality standards throughout the Center.

Furthermore, he encouraged the entire work force to identify ways to help the Center reduce expenses using a "rifle" rather than the "shot-gun" approach. To that end, he announced all "seasonal hires" will be released August 8. No regular full-time or part-time positions are affected.

**The highlight of the meeting
was the surprise announcement
of a second pay increase
September 1, 1992.**

Moore said the September pay raise was a bold move, particularly since the Center is feeling the impact of Hawaii's visitor downturn in July. The first 1992 pay increase of four (4) percent was announced in March for all employees except the Officer Group — who will not receive any salary increases or adjustments this year.

The new pay increase will only affect full-time workers well below their minimum wage ranges for 1992. Some of the work force will not receive pay increases because they are already at — or above — their 1992 minimum wage levels.

In making the announcement, Moore said: "Too many of you have paid the price with your sacrifices for the Center and you deserve these increases. There are many justifiable reasons for me not to provide a pay increase at this critical time, but I have confidence and complete faith in you. I know we will overcome any challenges that confront us and we will prevail."

With this increase all Center employees will close in on the 1992 minimum or market levels for their respective job descriptions.

He also announced the formation of a new 10-person Wage and Compensation Committee which will help determine and administer the salaries and wages of PCC employees. It will include one Officer, a compensation specialist, four managers and four rank and file employees.

In conclusion, Moore asked every employee to help him "steer our ship through unknown waters of discovery together, to seek inspiration, to seek prosperity as a team and to flourish in commitment and purpose.

"I firmly believe in following correct principles with inspiration and strength from our Father in Heaven. As we read the scriptures, then ponder and pray, we learn that obedience to Gospel principles are the means to prosperity.

"Though we will encounter rough waters and may be tossed and turned by turbulence in the days ahead, we will navigate our ship out of a sea of storm by also applying solid principles of management," Moore said.

No longer a stranger in paradise

Polynesian Cultural Center president is quick to learn of islands' traditions

LAIE, HAWAII

Although Lester W.B. Moore has a track record in strategic business development, having helped some companies' grow sales revenues by millions of dollars, his expertise in developing people is just as impressive.

He has brought his expertise to the Polynesian Cultural Center, Hawaii's most popular paid visitor attraction, which was established by the Church in 1963. Brother Moore, 49, was appointed president of the center last October. He succeeded James P. Christensen, who served three years as the center's president before returning to Utah in 1991 to pursue other business interests.

The Polynesian Cultural Center (PCC), on the north shore of the island of Oahu, has attracted more than 23 million visitors since 1963. The 42-acre attraction features authentic island recreations representing the cultures of Fiji, Hawaii, Marquesas, New Zealand, Samoa, Tahiti and Tonga. Dances and music of Polynesia, stage shows, canoe rides, an IMAX theater and island foods help visitors get the feel and flavor of the South Pacific.

The center was established by the Church primarily to provide employment for Pacific islands students attending the Church College of Hawaii, now BYU-Hawaii. More than 26,000 students have paid their way through college by working at PCC. The center has contributed more than \$105 million in donations and student wages.

The center has become a major showpiece not only of Polynesia, but also of the Church since many of its visitors get their first glimpse here of the Church and its beliefs.

Before coming to the cultural center, Brother Moore was president and chief operating officer of Deli Express, a Minnesota-based food service company he joined in 1983 as chief financial officer. During his tenure as president from 1987-1990, the company's annual sales revenues grew from \$27 million to \$52 million. Earlier, he was a general manager at Stewart Sandwiches in Salt Lake City, increasing revenues from \$800,000 to \$10 million during eight years.

Brother Moore, who had no previous ties with Polynesia, was selected as PCC president from a list of 30 candidates after a nationwide executive search. He did not apply for the position.

"I came to the center with no preconceptions and a new set of eyes," he said.

He also came with no acquaintances here. "I watched the eyes of the people in the theater when my name was announced as the center's new president. None had a glimmer of recognition," he reflected. "But I've never seen such a special people like the Polynesians in all my life. The unity, focus and inherent spirituality among our work force has wrought so many little miracles in the short time I've been here. I absolutely love these people and there's no

where else in the world I'd rather be now than here in Hawaii."

To assure he would not be a stranger in the island paradise that would soon be his workplace and home, he read and studied extensively about Polynesia.

He felt his transition was complete when, shortly after he assumed his duties, he was bestowed the Hawaiian name *Imua*, which means "go forward." Additionally, he received a rare honor last month when Princess Salote Pilolevu Tuita, daughter of Tonga's King Tupou Taufa'ahau, bestowed him with the Tongan title name of *Mafi Fakapotu*, which points to a great and visionary leader who serves to protect his people at a distant outpost or vulnerable area.

"I'm told I have a Polynesian heart, blood and sensitivity for the people," said Brother Moore, his brown eyes sparkling with admiration, respect and love for his "adopted" kin. A native Utahni, born in 1942 in Bingham Canyon, he said he feels honored to have been accepted so readily at the center.

His success story had a humble beginning. When he was 2, his father, Lester I. Moore, was killed in an accident. His mother, Gladys Pumphrey Moore, took young Les and his older sister and younger brother to live with her parents until he was 9, at which time she married Johnny Brown. "He's a Greek Orthodox, and a wonderful man who is really honest and has great integrity. He taught us to work hard and be honest," Brother Moore said.

"After my father died, my mother, a beautician who had her own shop, worked to support us. My grandmother influenced my life quite a bit. She took us to Church and taught us, not just the gospel but also academics. When I got to the first grade, she had already taught me to about the sixth grade level."

Others he credits as having influenced his life was a Scoutmaster, Ray Ertmann. "To this day, he's my best friend," Brother Moore said. "He was a wonderful Scoutmaster. His house was always open to us. He said, 'As long as the front porch light is on, you can come in and see me.' He left the light on all night every night."

"I had really wonderful bishops who looked after me; knowing I had no priesthood direction and needed someone to stay close."

Brother Moore married his high school sweetheart, Margene Sjoblom, on Aug. 3, 1963; they have six sons and a daughter.

"I worked full time and went to school full time through college," he said. "It was a struggle. When I look back, I realize my success in the gospel and perhaps life began two years after I married. Bishop Gerald Smith called me to home teach a family, asking me to bring the couple to a temple preparation class. I had not been to the temple myself and didn't have a testimony of its ordinances."

"But, the bishop wisely said, 'I feel you are the right man to help this family.' I brought the father and mother to



class. During the second lesson, I can tell you exactly where I was sitting and exactly what Grif Kimball, the instructor, was wearing when I realized how important the gospel was in my life. I felt tremendous pain when I realized the hurt I had brought upon people. I immediately began the true repentance process. I cried all through the night. I made a commitment to my wife and Heavenly Father that from that day forth, I would do things the Lord's way." Brother and Sister Moore's marriage was solemnized in the Salt Lake Temple in 1966.

"I felt bad because I didn't go on a mission," Brother Moore reflected. "After I finished graduate school, I got a job in Illinois. At every appropriate opportunity, we talked to people about the gospel, which resulted in 18 baptisms in our four years in Illinois. I have had a strong desire to do missionary work ever since I attended those temple preparation classes. We have

been blessed to have me serve in two mission presidencies."

It is almost with that same zeal Brother Moore embraces his assignment at the cultural center.

"One of our primary objectives here is to provide large numbers of people favorable contact with the Church by demonstrating and radiating the spirit of love and service that will uplift and bless the lives of all people who visit and work here," he noted.

He said Elder Dallin H. Oaks of the Council of the Twelve and chairman of the PCC board of directors described the center as one of the "jewels" of the Church.

"My mission is to continue to polish this special 'jewel' so it will fulfill the Lord's purposes for our Polynesian saints — and provide a positive and powerful influence for good throughout the world," Brother Moore concluded. — Gerry Avant

"Back on my island..."



Victor Daguio

Born: Ilocos Norte,

Laoag City, Phillipines

Position: *Landscaping & Nursery
Supervisor*



Chandra Luchmun

Born: Quatre Bornes, Mauritius

Position: *Reservations Cashier*

"When I think about my home island, I think about the mountains which to others are only the size of hills. Hiking those peaks is a favorite pastime. A popular landmark to climb is Le Pouce which in English means "The Thumb". From the top you can see the capital city, the surrounding countryside and the beach.

Another Mauritian attraction is Chamarel, a hillock from which you can see seven different colored earths.

When I was home last year, I had the rare privilege of seeing the tree that blooms once every hundred years.

Working at the Center reminds me of home. The kindness of people, their smiles and their friendliness are the same characteristics found in the Mauritians. The natural beauty of our grounds, especially the flowers, help me remember the beauty of the places where I grew up."

Mauritius is an island that lies 500 miles east of Madagascar in the Indian Ocean. Its population consists of descendants of European settlers (most of French descent), African slaves, Chinese traders and Indian laborers and traders.

It is a country of different religions living together harmoniously — 50% are Hindus, 30% are Christians and over 15% are Muslims."

"Growing up in my birthplace was a time of happiness. There were many activities to help keep young people satisfied. During the day after school was over, family members or friends would accompany me to go hunting for pigs or deer, or we



went fishing for the evening meal. On special days we would visit relatives in Baguio City and go swimming in the hot springs there.

After I graduated from high school, my family bought

two passenger buses to serve the community and I became the driver of one of them. I had to drive the bus from our city to neighboring places. Some of the routes were sort of dangerous because going one way the driver and passengers would look down at steep cliffs for many miles. Ordinarily the mountain side proved safe and comfortable, but during the rainy season the water caused mud and rocks to block the road.

Phillipino buses are sometimes very crowded with passengers carrying chickens, pigs, bundles of fresh vegetables, baskets of coconuts, cardboard boxes full of clothes and arts and crafts to sell at the market.

Eleven years ago, I immigrated to Hawaii and began working for the Center. I am very grateful for the jobs I have had which have lead to my present one. I love being close to nature planting beautiful flowers. Seeing those flowers in headbands, leis and island decorations makes me feel very happy."

GERMAN CREW FILMS FOR DOCUMENTARY

Approximately 55 keikis of Halau Hula O' Hokulani participated in the filming of a national educational documentary at PCC for German television.

The documentary, which will focus on the learning of Hawaiian culture through the eyes of children, will feature the halau filmed at the Center in the Marquesan tohua and Hawaiian Islands.

Under the direction of Hardy Krueger and Holger Bergold, the documentary is expected to reach an audience of over 15 million viewers throughout Germany, Austria, Switzerland and Northern Italy.



Halau Hula O' Hokulani perform the Hawaiian Alphabet song for President Moore

Miss National Pre-teen Petite Describes Center

Visit as "Great!"



Nikki Helmer, nine-year-old Miss National Pre-teen Petite, visited the Center recently. Interviewed at the Ali'i Luau after being introduced to

guests by emcee Lamar Benavides, she said her afternoon visit was

"Great!"

Asked what activity she found most enjoyable, Nikki revealed she loved dressing up and having her picture taken at the Photo Polynesia booth.

Nikki also thoroughly enjoyed the Luau keiki dancers, the beautiful Hawaiian weather during the whole day and "all the green trees and plants at the Center," she said.

PCC TO HOST FUNDRAISER FOR RAROTONGAN CONTINGENT

The Polynesian Cultural Center will host a fundraising concert for the world-renowned Festival of Pacific Arts being held October in the Cook Islands.

The special benefit concert will feature popular local entertainer, Melveen Leed, and the top performing group consisting of thirty dancers from the Cook Islands. It will be held on Wednesday, August 5, at 10:00 p.m. after the regular evening show and admission is \$5 for PCC employees.

The dancers represent the Cook Islands government which is hosting the sixth Festival of Pacific Arts. Along with other Pacific governments and corporations, the Center will assist the Cook Islands' efforts in obtaining resources and funds to plan and prepare for the most prestigious cultural arts, crafts and dance activity in Oceania.

Hawaiian Airlines is sponsoring the concert tour and other benefit concerts are scheduled for Los Angeles, Hilo, Kauai, Maui, and the Big Island.

The PCC concert will be the first.

HAYCOCK'S REVISIT CENTER "OHANA"

Former Hawaii Temple President D. Arthur Haycock and his wife Maureen were reunited with Center employees Saturday, July 11, when he was hosted by Center president Les Moore and several PCC officers during a special canoe tour.

He had served on the PCC Board of Directors from 1986-1990. More importantly, he served as personal secretary to five of the 13 Church presidents. He had also served the Church as a missionary and mission president in Hawaii, hence his feelings of "ohana" or family with the



Pres. Les Moore, Sis. Haycock, and Pres. Haycock

Polynesians at the PCC.

In his remarks to the Center Management team, Haycock spoke about his great love for the people of Polynesia. He spoke of having open-

heart surgery in 1979 and asking the doctor to keep intact his "Polynesian heart".

Haycock further reminded employees to allow their natural Polynesian hospitality to serve Center visitors "of every kindred, tongue and people", winning them over with the spirit of love and friendship.

On Monday, July 13, in President Moore's office surrounded by the Officer Group the Haycock's were honored with the presentation of a Maori taiaha and a framed plaque of the the Center's Mission Statement.

CENTER COOPERATION "PICTURE PERFECT!"

To National Geographic Magazine photographer, Chris Johns, the cooperation he received from Center employees



National Geographic magazine photographer Chris Johns and PCC's David Hannemann

on Saturday, July 11, was "picture perfect"! On assignment for forthcoming stories on Oahu and Polynesia to be published around the end of the year, he spent the day with Imua Polensia editor Rubina Forester capturing the faces, activities and natural beauty of the Center on film.

Johns expressed special thanks to Maori warriors Nephi Prime and Mark Clawson; Fiji Islands Manager, Emosi Damuni; five-year-old Kanoho Pulotu; Islands of Hawaii Manager, Cy Bridges and his hula demonstrators; and fire knife dancer, Sielu Avea.

PUBLIC PHONE INSTALLED IN EMPLOYEE BUILDING



Lanita Taunisila (Islands of New Zealand) tries out the newly-installed public phone located in the Employee Building foyer. Once again Center employees can phone home for family members to pick them up after work and for emergencies before and after the hours the Employee Lounge is open.

EDITORIAL *By RUBINA FORESTER*

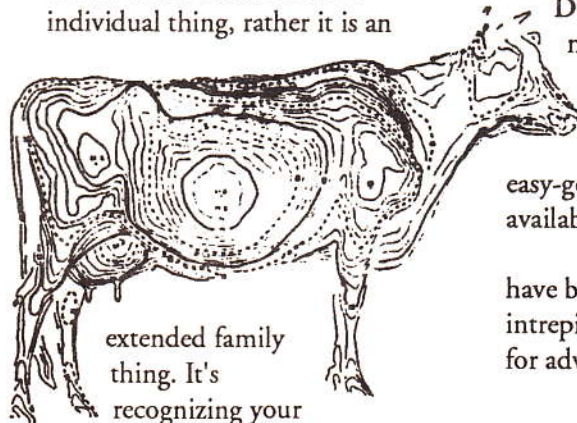
MAPPING CONTOURS OF POLYNESIAN HEARTS

It is possible to map contours of anything. The problem is although a map can clearly show the physical limits of living things (see illustration), it cannot map their "spirit" or "heart".

Much has been said of the "Polynesian heart". What is meant by it? In informal interviews the following expressed their views.

Kathy Tolleson, Human Resources: The "Polynesian Heart" refers to the ability to be giving and not judgmental. It is being open, friendly and willing to help. When my daughter got married, so many people contacted me to ask how they could help. That kind of spirit is important in having a "Polynesian Heart".

Junelle Blandford, Payroll Clerk: The "Polynesian Heart" describes a giving of yourself in the service of others. It's not an individual thing, rather it is an



extended family thing. It's recognizing your roots and extending your actions to include others.

Danny Kai, Landscaper: Having a "Polynesian Heart" means being good-natured. It's enjoying other people's company and making

others happy. In part it is being happy-go-lucky.

Ray Kaanga, Manager DMBA: The "Polynesian Heart" means going out of your way to please someone else. It is not sticking to a rigid schedule and being up-tight. It is being easy-going, stress-free and being available to serve.

Historically, the Polynesians have been praised for their intrepidity or their need to search for adventure and new beginnings.

Their geographical discoveries on maps stretch across thousands of miles. Perhaps in the future their "spirit" and "heart" will prove the truer "map" of their most important cultural contributions to world — that of their native sense of hospitality, generosity and congeniality.

Computer CORNER

Tips for PCC - Timeclock Users

by Lei Cummings

Everyone who has access to the Center's PSI system has access to the process TC-EMP-I or the Employee Inquiry menu on the Timeclock System. Here's how to use it:

At any menu, type: TC-EMP-I.

You will then be prompted for an: EMP ID#.

Enter your ID number or type an "N" with part of your last name to perform a name search. Here's an example: "N SMIT".

It is not necessary to input all of your last name to perform a name search. The more letters inputted, the quicker and more accurate the search will be.

When your Timeclock file is brought up, you may then review the following:

1. Daily clock events (Total hours for the day, Punch location).
2. Clock events for the period (Punches for the pay period).
3. All absences year-to-date (Vacations, Holidays, Sick, etc.).
4. All exceptions year-to-date (An exception is "Clocked In Early "Clocked In Late", etc.).
5. Display Weekly Schedule (Review your work schedule and any planned holidays, vacation, etc.
6. Review Archived Punches by Pay Period (Look a previous pay period punches).

TOFA SOIFUA,

DARLENE ASUEGA



Darlene Asuega, administrative assistant to the PCC president, has left the Center to relocate her family to California. She is leaving after 10 years of PCC service beginning first as executive secretary to former Center vice

president Carl Fonoimoana, business manager Bob Guest, and three PCC presidents — Ralph Rodgers, Jim Christensen and Les Moore.

Darlene expressed her heartfelt emotions: "In the decade I have served the administrative officers, I have found challenges, enjoyment and personal growth. While serving the past three Center presidents, I have experienced what I term little "miracles" which have confirmed to me the specialness of the Center.

"What I will miss the most will be the people of the Center and the surrounding communities-their durability,

hospitality, humility, forgiving natures and abilities to bounce back and start again. "I will miss the eruption of pride and depth of feeling being in the Samoan village. The memories of my grandparents become vivid and I see them living

the beautiful Samoan culture and I feel grateful it is still being perpetuated here at the Center. "I will take with me the mana of the Polynesians. My sincerest hope will be for us to remain active and vibrant here at the Center, holding tight to the cultural characteristics that make us the unique people we are. We are a spiritually sensitive, handsome people who can be happy and hospitable with very little." After a farewell tour of the Islands accompanied by Center officers, family members, and special guests, Darlene thanked the PCC and fellow employees for the expressions of aloha. She will always remember the Center as the pride of the Oahu and the core of Polynesian traditions in Hawaii, she said.

Darlene's husband, Kuini, has already left the Center and is on the Mainland. According to Mildred Cashman, his Laundry supervisor: "He was easy to get along and work with. He is one person you can truly say was 'a nice guy'".



The above picture, taken at the Center, was featured in "Gulliver", one of Japan's top travel magazines.

SNACKS AVAILABLE AT MISSION HOUSE

Concessions has opened the Mission House Snack Bar to accommodate guests serving mainly desserts such as tropical fruit shortcake, *pai fa'i* banana cream pie and macadamia nut pie a la mode. The snack bar also specializes in fruit smoothies and other thirst quenchers.

Guests are encouraged to sit on the Mission House veranda at a flower-decorated table to enjoy the breezy shade and the afternoon sights and sounds of the Polynesian Cultural Center.

Service time for the Mission House Snack Bar is 2:00 p.m. - 5:30 p.m.



Paia Satini

CENTER ENTRANCE UNDERGOES FACELIFT

A major facelift totalling a little over \$100,000 has changed the Center's front entrance producing a more inviting facade, a better-lit foyer, a more efficient ticket sales set up and a lounge for PCC Ambassador guests.

Paul Louie Associates, a Honolulu architectural and design firm, played a prominent role in the direction and focus of the changes. Along with other local contractors they provided invaluable support services to the Center's Maintenance Department which provided the main labor force.

Upon entering the Center employees and guests walk on a broad checkerboard-patterned walkway in two shades of beige. Once inside they experience a feeling of height and uniqueness as they view the brightened interior. Polished koa wood benches (replacing the stuffed wicker sofas), cluster in both the north and south sides.

The Ambassador Package guests now wait in a beautifully refurbished lounge with overstuffed sofas, charming floral arrangements and original Polynesian art work.

More space has been created with the elimination of several ticket booths while the existing ones have been renovated into one large

thatched room with additional ticketing windows. Roped off areas direct guests right to waiting orientation guides.

A new sound system installed by Tech Services, inside the lobby and outside the main entrance, plays Polynesian music throughout the afternoon. It is controlled from the cashiers' office next to the Reservations Manager's office which



Suruchi Gokhale orients guests in new Ambassador Lounge

around the main flag pole.

New cibachromes (lighted picture panels) featuring the current advertising campaign photographs plus pictures of revamped programs such as the Ali'i Luau and certain Island programs will be installed. Kodak will be donating approximately \$20,000 worth of new cibachromes in the front entrance and also replace the existing ones in the Waikiki Reservations Office located at the Royal Hawaiian Shopping Center.

Physical Facilities Manager, Leonard Peters, praised the Maintenance Department and Technical Services for their teamwork in completing the first phase of the renovations

and extended his thanks to the reservations personnel for their patience and cooperation.

"The project has boosted morale among Center workers. They have worked together as a team and dedicated themselves to increasing sales and customer satisfaction," he said.



Guests line up in new renovated entrance

were also completely renovated.

Arriving guests can begin their Polynesian experience via the music played as soon as they exit their transportation vehicles.

Some changes are still forthcoming. More concrete benches will be added to those already installed enhancing the outside area

FIRST LDS GENERAL AUTHORITY OF CHINESE ANCESTRY VISITS CENTER

Elder Kwok Yuen Tai, the first LDS general authority of Chinese ancestry, visited the Center earlier this month with his wife, Flora, and their three children. Hosted by David Hannemann, Senior Vice president of Guest Services, Elder Tai, recently named to the Quorum of the Seventy, experienced the cultures of Polynesia walking through the Islands and interacting with the islanders in a canoe tour. At each Island canoe landing they greeted him with special presentations and traditional entertainment.

Other guests who accompanied Elder Tai included President and Sister Charles Goo, former Hong Kong Mission President and current leader of the BYU-First Stake, Eugene Bramhall,



Elder & Sister Tai receive greetings in Samoa

General Counsel of BYU-Provo and his colleague Bud Scruggs, Professor of Political Science.

Recently released as the

Mission President of the Hong Kong Mission, Elder Tai will continue to live in China contributing to the needs of that part of Asia.

CENTER HOSTS OKINAWA'S TOP CULTURAL OFFICIAL

Ryoshu Koki, Director General of the Culture Promotion Division of the Okinawan Prefectural Government of Japan, visited the Center earlier this month. Accompanied by two associates, he expressed through them his positive impressions of the Center activities he had the opportunity to observe and participate in.

Koki especially enjoyed the twilight canoe cruise after the

Ali'i Luau. The soft cool breeze, the slow movement of the the canoe, the relaxed, hospitable entertainment by the Islanders at the canoe landings produced an atmosphere that symbolized a Polynesian experience he said he will long remember.

At the Ali'i Luau, Koki thanked Senior Vice President David Hannemann noting: "I had never heard of the PCC until



Ryoshu Koki is second from left

someone in Honolulu recommended it to me. It has been a wonderful day and I am excited to come again to bring my wife to experience this beautiful place."

"Maruru" to Tahiti

Tahiti Islands
Manager, Mahana
Pulotu, expressed

The activities and programs during Tahiti's cultural week (July 13-18) proved exciting and festive not only for the Center guests, but also to employees, local families of Tahitian ancestry and fellow Polynesians. The featured dancing troupes included the children of local Tahitian families and entertainers from the Merehau Mo'o Kamai and Tearo Mo'o Matagi families from Utah contributing their talents.

Saturday morning's devotional, dinner and entertainment proceeded with an "esprit de corps" of aroha. Under the direction of Center president, Les Moore, the gathering enjoyed faith-promoting stories and

messages of the growth of Christianity in the islands and atolls of French Polynesia.

A cultural feast of traditional fare followed immediately with typical Tahitian dishes such as raw fish, banana po'e, coconut bread and baked ape root. The morning celebrations ended with the excitement of prepared and spontaneous entertainment which were later repeated several times into the evening.

her heartfelt gratitude to all other PCC Islands, the local community and fellow employees for their support and cooperation. MARURU!



Tarita Hanohano enjoys her Bastille Day Participation

A Fable From The South Pacific

On his birthday a certain King was gifted with several thrones. One came from Hawaii and it was beautifully carved in koa. Another came from Malaysia and it was hewn from a solid piece of ebony. The Easter Islanders sent one decorated with a moai motif. A throne was even sent from the Navajos with turquoise decorations. The King, realizing he could only use one, diplomatically stored the new thrones in the attic of his grass-thatched palace, along with all the other thrones he had

received throughout his reign.

The next morning the King was conducting business in the throne room when a loud crash reverberated throughout the room. The weight of the thrones had been too much for the attic floor and it had collapsed right through to the throne room below.

THE MORAL OF THE STORY:

KINGS WHO LIVE IN GRASS PALACES SHOULDN'T STOW THRONES

AN INVITATION TO MARQUESAS



Tomorrow marks the culmination of activities as Islands of Marquesas celebrate their Cultural Week. The focus will be on Marquesan dances with the Tahitians

joining in as their special afternoon guests to entertain Center visitors.

Other guest performers will include one of Oahu's top halaus under Kumu hula, Keone Nunez. The former Merrie Monarch Festival winners will perform the Hawaiian version of the ancient pig and dog dances.

A special group from Nuku Hiva, Marquesas will also entertain guests.

Marshallese Minister of Education Impressed with Center Professionalism

Phillip Mueller, Minister for Education of the Marshall Islands (see map), was very impressed with the professionalism of PCC employees when he visited recently.

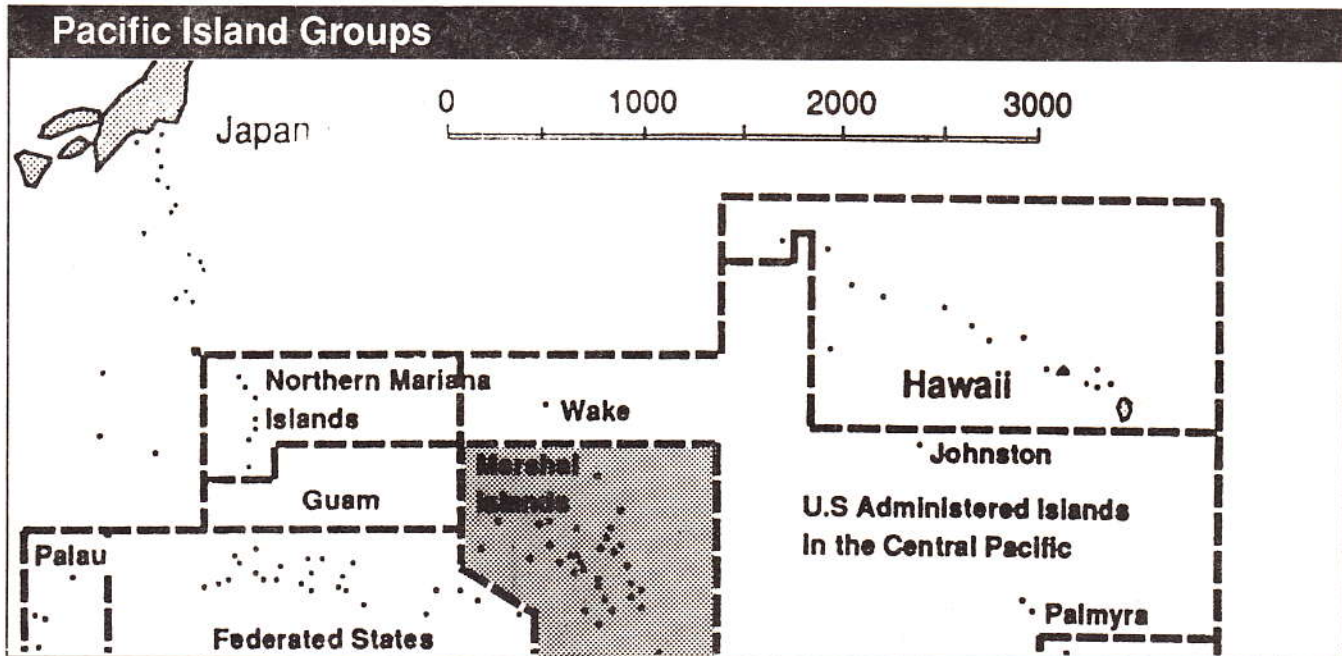
Sharing his thoughts with his hosts Napua Baker, BYU-Hawaii Director of University Relations; Keith Roberts, BYU Institutional Research Director; Miles Kawatachi, consultant with the Marshallese government; and Theresa Bigbie, Laie Community Association President; he expressed his deep pleasure at the high level of professionalism of the evening show performances,

particularly the ability and energy of the students.

"I have enjoyed my visit so much I am now planning to return with my family in August," he said.

The other activity Mueller enjoyed was the twilight canoe ride. The perspective of the Center while riding the canoe revealed the beautiful surroundings and the Islands entertainers at each canoe landing, he said.

The scope of the Center's hospitality in scenery, song and dance motivated the visitors on the canoe to return once more, his hosts said.



FA'AFETAI FROM KENN & MARY PETERS,

We were excited to hear of the benefit concert and only wish we were there. However, we were able to view it through the videos we received and were delighted.

We have also received the check and from the bottom of our hearts we "thank you" for the donation. It will help us in more ways than one with our expenses and we're very grateful ----- more than grateful.

Please extend our "Mahalos" also to each and everyone that has spent their time and energy in preparing that event ----- down to each and everyone that has donated in any way. They have shown their love for Kenn.

God Bless you all and we hope to be home as soon as possible.

Kenn and Mary Peters

HELICONIA FACTOIDS

Heliconia humilis Jacquin

Lobster Claw

The name Heliconia comes from Mt. Helicon in Greece. The real flowers grow inside the bright red sheaths which look like boiled lobster claws. The sheaths or bracts grow going straight up. The leaves look like banana leaves.





CULTURALLY SPEAKING ◦»»

PETROGLYPHS IN POLYNESIA

Petroglyphs derive from the Greek words 'petros' meaning stone and 'glyphe' meaning carving. They are paintings, drawings or rock engravings which pre-historic Polynesians and other groups of people around the world drew on rock surfaces in the areas of mountain caves, riverways, sea coasts and volcanic lands.

Generally petroglyphs are grouped into basic types: (a) those bearing some resemblance to writing, (b) those representing humans, (c) those representing animals, birds, insects — natural and mythological, (d) those forming design patterns — circles, triangles, repeated lines, and (e) those depicting nature — stars, sun, waves, etc.

Petroglyphs were executed with stone tools. They are described as memory aids, illustrations of certain legends, maps, magic or ritualistic symbols, "frozen poetry", and even idle doodling.

The best petroglyphs today have been protected from weathering, water seepage and other conditions such as quality of the rock surface and inaccessibility from humans.

Hawaiian petroglyphs are called *kaha*— (meaning to scratch, mark, draw, cut) and *ki'i* (meaning picture or image). The late Dr. Kenneth Emory of Bishop Museum recognized three methods to produce petroglyphs: pecking, bruising and abrading. Pecking or hammering on lava with a dense, hard, beach pebble

breaks up the cells of the surface and can produce a deep design. On a glazed surface, such as the lining of a lava tube, bruising or gentle scraping makes a color change. Abrading is hammering and cutting the surface of the lava with a filing or scraping motion.

'Olelo No'eau

Polynesian Proverbs
MAORI

Waiho i te toipoto, kaua i te toiroa

Let us keep close together,
not wide apart.

The lighter side of PCC...



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