

# Imua Polenisia

Celebrating  
Fifty Years



A Newsletter from the Polynesian Cultural Center



PCC's award-winning float, *Voyages of Faith*, "sails" past the Salt Lake City Temple during the July 24, 2013, Pioneer Day Parade (photo by James Atoa)

## PCC 50th Anniversary float spreads aloha in Salt Lake City parade

If you weren't in Salt Lake City, Utah, on July 24, 2013, for the annual Pioneer Day parade, imagine a canoe-shaped Polynesian Cultural Center float as big as the Iosepa in the Hawaiian Village — over 55 feet long, 12 feet wide and up to 19 feet high when the mast was raised.

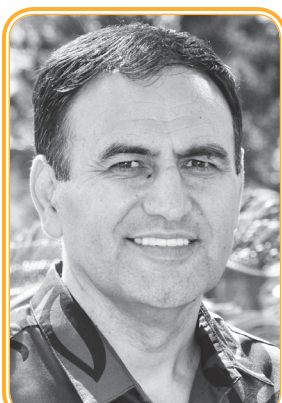
Now add a humpback whale, a gigantic

### Promo Team puts on *Ha* in L.A. and Utah

shark and marlin, an octopus, turtles, hundreds of smaller fish, tropical flowers and foliage, ripe pineapple "trees," heroic-size tiki and about 60 PCC performers and alumni riding the canoe and marching behind . . . and you have a good idea of the PCC's "Voy-

age of Faith" float that thrilled thousands of people along the parade route. Oh yes, and won the top business-class award.

"The float was spectacular. It was the most beautiful float I have ever seen, and I was so proud of it, said Ray Magalei, PCC Vice President of Marketing. "It was a great representation of the PCC and our Golden Anniversary theme, 'Voyage of Faith.' Everyone who helped did a fantastic job."



President Grace

### President's Message: Planning Ahead with Character, Confidence

Even as we serve our summer peak-season visitors and gear-up for the Golden Jubilee alumni reunion the first week in September, the Center's management team is also busy preparing our annual plan for 2014.

Fifty years ago the Center opened as a unique visitor attraction designed to assist BYU-Hawaii students obtain an education, instill work ethics, develop skills and gain experience that will help them provide for their families — plus have the time and means to serve the Lord in the future. Of course, we do

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### Promo tour starts in Los Angeles

Some of the PCC Promo Team started the trip to Utah with a special missionary-

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## PCC in Utah parade...

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oriented performance of *Ha: Breath of Life* on July 22, following a luau attended by six Young Single Adult wards in the Ladera Ranch area of Los Angeles, where former PCC President & CEO Von D. Orgill is currently serving as president of the California Irvine Mission. The YSA participants were asked to invite nonmembers and less-active Latter-day Saints. About 850 attended, including most of President Orgill's missionaries, who also brought investigators.

Magalei explained an even smaller cast than normal put on the performance, because some of the Promo Team had gone ahead to Salt Lake City for media appearances. "They pulled it off very well, and the people I talked to loved the show. They loved the message of it, and they loved the feeling that they got by watching it."

"I could tell a lot of people felt the spirit of the show in California. You could see it in their faces during some of the key scenes," added PCC eCommerce Manager Pane Meatoga III, who went on the tour as part of the Center's marketing team.

"After the show, when we talked to some of the nonmembers and inactives who came, they remarked how much they felt the aloha spirit. Our dancers and musicians also said they could feel an extra spirit while they were performing," Meatoga continued.

"Halam Ah Quin, for example, told me it was sometimes hard for him to sing because of the emotion." Ah Quin also said he was particularly touched when full-time missionaries acted the part of the ancestors after Mana's father dies during the Fijian section of *Ha*.

"There were a lot of people in the audience who were crying after," Meatoga said, "and you could see how happy they were. I thought this was the coolest missionary effort we've ever done. It was also great to see President Orgill again and help him kick off his mission."

"President Orgill was very generous in his praise," Magalei added. "He said he loved the show, which made him feel like he was back home again. It was wonderful to see him. We have a great love and appreciation for everything he did at the PCC, and we admire his willingness to now serve as a mis-



The PCC float, Promo Team and alumni in Salt Lake City's Days of '47 parade, July 24, 2013 (James Atoa photo)

sion president."

### Prepping the parade float

William Mahoni, Creative Director for Special Events who has worked at the PCC for over 20 years, said he began thinking about a design approximately three-and-a-half months ago, after PCC Chief Operations Officer Logo Apelu told him he had always wanted a canoe float.

"The question was, how do we do that and make it look attractive and work as a float?" Mahoni said. "We eventually thought of using legends of Polynesian, with some of the *aumakua* and guardians that helped us make it into the islands."

From a rough sketch, he created a three-foot model — that he and several others morphed into the Iosepa-like canoe float in Midway, Utah (near Salt Lake City). "Bob Remund, one of our former senior missionaries, allowed us to build it in his huge yard. He had a garage the size of 'Home Depot' — we called it Bob's Depot, and he had every tool we could possibly need."

Mahoni and his daughter, Pare, initially went to Midway for 10 days to block and shape the canoe as well as the whale's head and tail, using dense Styrofoam which holds carved shapes and takes paint very well. Master carver Tuione Pulotu helped make sure the canoe details were accurate. "Then I went back on a second trip for a period of four days and started on all the smaller features," Mahoni continued.

"We took a New Zealand and Hawaiian

legend and placed the double-hulled canoe on the back of a humpback whale. The head protruded in the front, with a tiger shark on the right side and a marlin on the left. On the back right, from a Tongan legend, was an octopus, and we had turtles on the right. It literally looked like they were carrying the actual weight of the canoe through the water. They were also surrounded by a good hundred or so Hawaiian fish to give it brilliance of color, and the humpback's tail curved over the back — all hand-carved."

Mahoni explained Remund used pneumatics devices from *Haunted Lagoon* to open and close the whale's mouth, as well as tip, turn and twist the tail. "He also enabled the 19-foot sail to raise and lower, because at some points along the parade route it could not go higher than 13-and-a-half feet. We also had a bubble machine to represent a feeding frenzy at the back of the canoe, and water explosions on top to create a sense of the water creatures squirting." He also spent three days painting the float with spray guns and airbrushes, "working right up to the night before the parade to add the fine details."

In another fine detail, Mahoni's wife, Tania, volunteered to insert almost 200 real teeth into the tiger shark's mouth.

"A lot of volunteers came together, including people who lived in the Salt Lake City area," Mahoni said. "The entire time, we felt we were abundantly blessed, and Heavenly Father turned all our challenges into stepping stones."

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For example, he said Remund figured out a way to lighten the “canoe hulls” by hollowing them out and then reinforcing them so they wouldn’t break while the float was moving; and Remund’s inactive sister had a nephew who runs a small graphics business in the small mountain town of Midway who figured out how to put our ‘Voyage of Faith’ logo on the sail. It looked incredible and added a nice finishing touch.”

“Remund’s sister loved being around our production crew. We would have prayers and devotionals, and that brought her closer to the gospel. This was very rewarding.”

In another example, Mahoni said PCC Operations office manager Lanae Ngatuvai’s daughter and son-in-law set up a barbecue so the float team could concentrate on the canoe. “And Lanae and Samoa Village ‘chief’ Steve Lauulu spearheaded collecting 600 pounds of tropical flowers and foliage packed into 26 boxes and shipped it to us. They made the float look fantastic.”

“It was a great effort by so many different departments and volunteers.”

### **‘Sailing’ in the parade**

When everything was ready, Mahoni and a convoy of vehicles took the float into downtown Salt Lake City — a three-hour trip that would normally only take one hour.

Six paddlers, three on each side choreographed by David Tiave, a Hawaiian family of four in the front, and three more island representatives on the back ‘trailer’ — an island-shaped addition including tiki, a volcano, and fresh pineapple “trees” — plus approximately 60 Promo Team members and alumni completed the PCC float unit.

The parade began near the Salt Lake City Temple, traveling east on South Temple St. before turning south on 200 East St. to 900 South St, and then east again to Liberty Park — a total distance of about 2.5 miles.

“Although we’ve done longer parades in Waikiki, where there are ‘dead’ spots, the Pioneer Parade in Utah was packed from start to finish,” Magalei said. “We were dancing the whole way. The only breaks were the few seconds between songs.”

“Bless their hearts, the alumni and Promo Team gave everything that they had. They brought so much energy, and brought

so much joy to everyone who was watching. It was fun.”

“Billy Tenney spearheaded the coordination of the alumni in Salt Lake City, and he was such a joy to work with. You can tell that he loves PCC.” Tenney works for the Salt Lake City municipality, while he and his wife, Michelle, also operate a hula *halau*.

“This was actually our second year in the Days of ‘47 Parade. We also had a float in the 2012 parade,” said PCC Senior Manager of Marketing Seth Casey, who went on the promo. “We could tell that a lot of people remembered us not only from last year, but were looking forward to this appearance. As we marched, there were people all along the route with signs saying ‘aloha,’ or who were dancing hula with us, dressed in leis. They were prepared for our float.”

“These were not alumni or people that we knew, but strangers who were waiting for the PCC float,” Casey continued. “For example, in a poll that several of the media did asking the people’s favorite floats, about 80% of them said, ‘the Polynesian Cultural Center.’ I know we were a crowd pleaser, and we were happy that they enjoyed our performance.”

### **Utah Ha shows sold out**

Casey also pointed out there was little time to rest after the parade, as the Promo Team had to get ready to put on performances of *Ha* for the next three nights, two in West Valley and the last one at Utah Valley University in Orem. “All three shows sold out, in some cases, in just hours,” he said.

“For me, knowing we had sold out the shows was the best part of the trip. Our performances of *Ha* were not teasers or high-lights. We did the full show, every section, with a reduced cast, including the fire walk and fire knife. The team was very professional and put on a great show each time. We also had great feedback.”

“How can a small cast put on *Ha*? First, all the performers have to dance every section,” Magalei said. “Ellen Gay Dela Rosa did a great job of tailoring the show so that toward the end of each section there were enough people who could go offstage, change and be ready to start the next section. As they started that next section, the rest of the cast would go off, change very quickly and get back on stage. We also had alumni backstage, helping the dancers make costume changes and with

the accessories.”

“Each performance ended with very strong standing ovations, particularly the ones in Orem,” he added. “It was wonderful to see that the spirit of the show was present. Even with a small cast, the message was there.”

### **Taking the PCC to Utah**

“This was a physically challenging trip and the toughest promo with the tightest schedule that I’ve ever put together,” Magalei continued.

“We traveled a lot. We would rehearse or perform until about 12:30 at night, then go back to our hotel, only to wake up again as early as 4 o’clock for prayer meeting and media appearances every morning except Saturday. It was grueling, but we accomplished all that we set out to do.”

He explained they were able to sell most of the props Mahoni and his team created. Unfortunately, the entire float was pulled apart and recycled. “It just took up too much space,” Mahoni said; but he pointed out the 50th anniversary committee has tasked him “to find some way to partially replicate what we did in Salt Lake City for our PCC parade in Laie on September 7. We’re going to try our hardest.”

“I have a great appreciation for Ellen Gay and her team, William Mahoni and crew, and my own team for all the work that went into this,” Magalei said. “Our latest mainland promo made me very grateful for this very special place where we work. We make these friendships, and they’re long lasting. We performed with the alumni and saw the love they still have for the Center and for each other.”

“The State of Utah has always been a great market for us. It was wonderful to take the PCC to them,” Magalei said.

“This promotion also kicked off our 50th anniversary celebration.”

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## PCC reorganizes Finance Division, appoints new CFO

The Center has recently reorganized a number of key departments in the Finance division and is in the process of transitioning its leadership from outgoing Vice President and Chief Financial Officer David Ralph, to the new VP and CFO, Doug Lyons.

Ralph, who came to the PCC about four-and-a-half years ago from Seaboard Marine in Miami, Florida, will soon move to Church headquarters. "I've been invited to participate on a team of 50–60 Latter-day Saint chief financial officers and controllers who will rotate among various Church-related operations," he said.

"After initial training in Salt Lake City, perhaps for the next several years, I anticipate I will be posted to work somewhere in Latin America," said Ralph, who learned to speak Spanish while serving as a missionary in Houston, Texas.

Lyons, who arrived in Laie in June after working for the Church for the past 33 years — most recently at Church headquarters, explained, "David Ralph is helping me come up to speed. I feel like I'm drinking from a fire hose," he joked, "but we're both functioning."

Lyons graduated from BYU Provo with a degree in accounting and is a Certified Management Accountant (CMA). He also served a Spanish-speaking mission, in Argentina, and has worked in Spain, Mexico, Costa Rica and Texas. He and his wife, Sharon, had been living in South Jordan, Utah, before coming to Laie. They have five grown children and seven grandchildren.

When Ralph leaves, Lyons will oversee the

new Finance Division, which will include all Finance and Business Office operations, Purchasing, MIS, and Human Resource. Also,



Ralph: Outgoing CFO



Lyons: Incoming CFO

Protocol will report to Human Resource.

"Bobby Akoi will continue to handle Protocol with the President's office, but he will also be involved in training. We are broadening his responsibilities," Lyons said.

"I am really excited to be here, and I'm very impressed with the PCC, the people and the experience," Lyons continued. "I first visited here about 15 years ago and I loved it. It was incredible. My wife and I, and her siblings, came along with her parents, who were celebrating their 50th anniversary."

Regarding his new PCC position, Lyons said, "I have a lot of respect for those who have been involved in these areas. They have made great contributions and we've come a long way; but there are still contributions ahead. It's fun and exciting to be a part of this."

"I can see that people here understand the purposes of the PCC, and that our employees and senior missionaries give their hearts fully. They have a willingness to step outside their direct responsibilities and help others be successful. I see lots of examples of that here."

Ralph expressed similar sentiments: "The PCC is a great place and I will be leaving many wonderful things behind, things that have been put here through the countless efforts of so many who have gone before me."

"I've come to appreciate all the labor missionaries, volunteers and employees who have dedicated so much of their lives to the

success of the Polynesian Cultural Center," he continued. "They have set a high standard to uphold, and it's been very invigorating to me to work here. I always hoped not to distract from that, but to contribute in whatever ways I can to further commemorate their sacrifices and their love for the Lord and the Polynesian Cultural Center."

Ralph said working closely with Presidents Von D. Orgill and Alfred Grace has been one of the more satisfying aspects of his service here, especially in terms of the Envision Laie process, which is looking at the long-range development of the community and Church-related entities.

Asked what he'll miss about working at the Center, Ralph admitted he's going to miss the local foods he's become accustomed to, especially Fijian *roti*.

Asked how his previous experience related to the PCC, Lyons said he had been assigned at one time to a division at Church headquarters that included food purchasing, sales, travel and fleet responsibilities — "services that are similar to a portion of what we do at the PCC. But," he added, "there are a lot of differences."

"The ticketing challenges we have here at the PCC are probably as complex as anywhere in the world. Most industries address ticketing in a narrow perspective. Here, that's broadened to include transportation ticketing, events, different varieties of packages, different food choices. These are ongoing challenges, but we've done a good job in meeting those needs."

Asked what he likes so far, and what he hopes to accomplish here, Lyons said he would like to "find ways to help individuals use their skills to further help people. I want to make sure we work together and people feel free to make those contributions."

"The experience when someone comes to the PCC is already incredible. We do a great job of providing a not just a cultural experience: We radiate a great spirit that lots of our guests don't fully comprehend, but they feel it."

"Our customer service aspects are superb."

### PCC "Hawaii's Best"

For the third time, *Honolulu Star-Advertiser* readers have voted the PCC "Best Tourist Attraction" in the annual "Hawaii's Best" edition. The Center previously won first place in the 2009 and 2011 editions.

"PCC is extremely proud of this recognition, especially since *kamaaina* readers choose the winners," said Ray Magalei, VP of Sales and Marketing.

# PCC 50th Anniversary Golden Jubilee Celebration schedule

## Thursday-Friday, August 29-30, 2013

**11:00 am - 4:00 pm:** Alumni check-in at the service kiosk inside the front entrance, Hauula side (online orders).

Tickets to events are available at the Box Office on the day of each respective event.

## Sunday, September 1, 2013

**6:00 pm:** Musical fireside at the BYUH Cannon Activities Center...featuring Hawaiian, Chinese, Tahitian, Filipino, Japanese, Fijian, PCC alumni children, Samoan, Korean, New Zealand (with Te Arohanui) and Tongan choirs

## Monday, September 2, 2013

**8:00 am - 4:00 pm:** Alumni check-in at the service kiosk inside the front entrance, Hauula side (online orders); walk-up ticket sales at the Will Call counter

**8:30 am:** PCC Historical Presentations in the Hawaiian Journey Theater on the early beginnings and the prophetic nature of the Center.

**10:00 am:** Cultural Welcoming Ceremonies in the Villages

**11:30 am:** Flag Raising ceremony, Front Entrance Plaza

**12:30 - 6:00 pm:** Islands Craft Fair at the May Day Area (the craft fairs include a display of Tuione Pulotu creations [not for sale])

**5:45 pm:** PCC 50th Concert Series at the Front Entrance Courtyard...featuring the Joan S. Lindsey Hula Studio and John Cruz

**6:30 pm:** Alumni Welcoming Reception in the Hawaiian Village (tickets required — from Box Office, bridge between Fiji and Hawaii, or by the Administration Building; park in the BYUH parking lot, enter through Gate 9)

## Tuesday, September 3, 2013

**7:00 & 8:00 am:** PCC Temple sessions, Laie Hawaii Temple (recommendations required; the temple is on its regular schedule this week for those who wish another time)

**8:00 am - 4:00 pm:** Alumni check-in at the service kiosk inside the front entrance, Hauula side (online orders); walk-up ticket sales at the Will Call counter

**9:00 am:** PCC Labor and Service Missionary Presentation in the Hawaiian Journey Theater

**10:00 am:** 50th Anniversary Golf Tournament at Turtle Bay Resort (separate registration required)

**11:00 am - 5:00 pm:** *BYUH Hospitality Room for all PCC alumni in the McKay Foyer classroom (light snacks and ice water provided).*

**11:30 am:** Flag Raising ceremony, Front Entrance Plaza

**12:30 - 6:00 pm:** Islands Craft Fair at the May Day Area

**4:45 pm:** PCC-BYUH Alumni Brass Band parade through the villages.

**5:45 pm:** PCC 50th Concert Series at Front Entrance Courtyard...featuring Hula Halau O Kekela and Kapena

**7:00 pm:** Golf Tournament Dinner at the Marquesas Village (separate registration required)

**7:00 pm:** Alumni mini-reunions in respective PCC departments/BYUH

**9:30 pm:** Alumni show rehearsals at the Pacific Theater

## Wednesday, September 4, 2013

**6:30 am:** PCC sports festival "color fun run" begins at the BYUH soccer field (*mauka* of the employee parking lot)

**7:30 am:** PCC sports festival at the BYUH soccer field

**11:00 am - 4:00 pm:** Alumni check-in at the service kiosk inside the front entrance, Hauula side (online orders); walk-up ticket sales at the Will Call counter

**11:00 am - 5:00 pm:** *BYUH Hospitality Room for all PCC alumni in the McKay Foyer classroom (light snacks and ice water provided).*

**11:30 am:** Flag Raising ceremony, Front Entrance Plaza

**12:30 pm:** Day in Polynesia at the Villages

**12:30 - 6:00 pm:** Islands Craft Fair at the May Day Area

**3:00 - 4:30 pm:** BYUH Academic Networking in the BYUH Ballroom

**4:45 pm:** PCC-BYUH Alumni Brass Band parade through the villages.

**5:45 pm:** PCC 50th Concert Series at Front Entrance Courtyard...featuring Hula Halau o Hokulani and Hi'ikua

**7:00 pm:** "Living Treasures" presentation and Alumni Talent Show in the BYUH CAC (tickets required; online pre-sale ticket holders admitted first)

**9:30 pm:** Alumni Show Rehearsals at the Pacific Theater

## Thursday, September 5, 2013

**7:00 & 8:00 am:** PCC Temple sessions, Laie Hawaii Temple (recommendations required; the temple is on its regular schedule this week for those who wish another time)

**8:00 am:** Alumni Show Rehearsal (Silver group) at the Pacific Theater

**11:00 am - 4:00 pm:** Alumni check-in at the service kiosk inside the front entrance, Hauula side (online orders); walk-up ticket sales at the Will Call counter

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# PCC 50th Anniversary Golden Jubilee Celebration schedule

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**11:00 am - 5:00 pm:** *BYUH Hospitality Room for all PCC alumni in the McKay Foyer classroom (light snacks and ice water provided).*

**11:00 am:** Mormon Pacific Historical Society Presentation in the Hawaiian Journey Theater

**11:30 am:** Flag Raising ceremony, Front Entrance Plaza

**12:00 pm:** Alumni Show Rehearsal (Golden group) at the Pacific Theater

**12:30 - 6:00 pm:** Islands Craft Fair at the May Day Area

**4:45 pm:** PCC-BYUH Alumni Brass Band parade through the villages.

**5:00 pm:** PCC 50th Concert Series at Front Entrance Court Yard...featuring Halau Hula Olana and the PCC-BYUH Alumni Brass Band

**7:30 pm:** PCC Golden Jubilee Ball in the Gateway Restaurant. Dance to Nesian Nine, Sunday best or island formal wear (tickets required).

## Friday, September 6, 2013

(The Center is "sold-out" today for the exclusive enjoyment of Alumni, Board, VIP and Genuine Gold Society members, special friends and guests.)

**7:00 - 9:00 am:** A traditional *hukilau* at Hukilau Beach (sponsored by the Laie Community Association)

**8:00 am:** Alumni Show Rehearsal (Silver group) at the Pacific Theater

**11:00 am - 5:00 pm:** *BYUH Hospitality Room for all PCC alumni in the McKay Foyer classroom (light snacks and ice water provided).*

**12:00 pm:** Alumni Show Rehearsal (Golden group) at the Pacific Theater

**2:00 pm:** Elvis Presley's *Paradise Hawaiian Style* in the Hawaiian Journey Theater

**4:00 pm:** Alumni Luau in the Gateway Restaurant, Hale Aloha and Hale Ohana venues (ticket required: seating assignments are made by order of ticket purchase)

**6:00 pm:** Golden Alumni Show: Years 1963 – 1987, at the Pacific Theater (contact the Box Office for those with

special seating needs, e.g. wheelchairs; we ask the audience to please clear the theater as quickly as possible at the end of the show)

**6:00 pm:** Elvis Presley's *Paradise Hawaiian Style* in the Hawaiian Journey Theater

**8:00 pm:** Silver Alumni Show: Years 1988 – 2013 at the Pacific Theater (tickets required, see special seating note)

## Saturday, September 7, 2013

**9:00 am:** PCC 50th Anniversary Parade through Laie Town (starting from the PCC parking lot)

**11:00 am - 5:00 pm:** *BYUH Hospitality Room for all PCC alumni in the McKay Foyer classroom (light snacks and ice water provided).*

**11:30 am:** Flag Raising ceremony, Front Entrance Plaza

**1:00 - 5:00 pm:** Mormon Pacific Historical Society conference focusing on PCC history, in the BYUH Little Theater (registration available at the door)

**5:00 pm:** Private dinner at the Hale Ohana (By invitation)

**5:45 pm:** PCC 50th Concert Series at Front Entrance Courtyard...featuring Halau O Na Pua Kukui and Irie Love

**7:30 pm:** *Ha: Breath of Life* show (tickets required)

**8:00 - 11:00 pm:** BYUH Student/PCC Alumni Social at the BYUH Small Circle

**9:30 pm:** An added performance of *Ha: Breath of Life* show (tickets required), especially for Alumni

## Sunday, September 8, 2013

**3:30 pm:** Heber J. Grant Building dedication, BYUH (tickets required in the Grant Building; no tickets needed for the overflow in the BYUH CAC)

**5:00 pm\*:** Alumni Testimony Meeting in the BYUH CAC\* or right after the conclusion of the Heber J. Grant Building dedication on the BYUH campus, if that event runs late.

Please note, events, times and locations may be subject to change. The latest information is posted on the PCC's 50th Anniversary web site at: <http://www.pcc50.com/schedule.html> (click on the individual days for more detailed descriptions)



*Voyage of Faith*  
Celebrating Fifty Years



## President's Message: Character, Confidence

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this in conjunction with helping preserve Polynesian culture and sharing the aloha spirit with all those who work at and come to this special place.

I also want to emphasize that the Center helps protect the sanctity of the Laie Hawaii Temple by, among other ways, providing employment for faithful Latter-day Saints who live in the surrounding communities.

To accomplish our objectives, the PCC is organized into four key areas or divisions: Operations, that is, everything our guests experience; Marketing to promote and grow the business; Finance, including Human Resource, MIS and all other behind-the-scenes functions that help us do our jobs; and Facilities, which maintains the physical plant we have and builds what we need.

Logo Apelu, our Chief Operations Officer, oversees Operations. Eric Workman is responsible for Marketing, which also includes Business Development. Doug Lyons, who will replace David Ralph, is over Finance, which also includes the Protocol office. Facilities will eventually become a division of its own, but currently has a great team that reports to operations.

In regards to the latter, I want to make sure all of us understand that taking care of our facilities is not just the responsibility of "blue-shirt" employees. Yes, they're the heavy lifters for maintenance, cleaning and

upkeep, but we must all accept personal responsibility for taking care of our PCC work environments.

Each of these divisions creates its respective work plans, which are then combined into our PCC annual plan. These work plans include a state of the organization assessment and key objectives, action steps as well as the organization and resources required to achieve them. They also form the basis for employee evaluations.

Throughout this planning process we ask ourselves questions about our objectives: How can they help us be better at what we do? How will they contribute to the overall well being of the guests and the Center? How will they enrich our employees' work experience? Will they help the Center be self-sustaining?

We start by looking at what is good, what is better and what is best. Given our limited resources, we are often faced with the task of letting go of what is good or better, so we can focus on what is best. The planning process is designed to help us accomplish this.

As we refine the plan, we receive counsel and direction from our Board of Directors, the Presiding Bishopric and ultimately the First Presidency. At that point, it's truly a humbling experience to meet with the Brethren and see how much President Monson cares for the Cultural Center and for what we're doing here.

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Consequently, we must be mindful to always be at our best. Our Franklin-Covey leadership training teaches the importance of "modeling" — that is, building our trustworthiness among others so they have confidence in us. The key components of trust are character and competence.

Character refers to who we really are. Do we really live our cultural beliefs? Competence is how good we are at what we do. We must do what we say we're going to do — in the right way, filled with excellence.

When our managers, full-time employees and senior missionaries model our cultural beliefs, that's the best training we can give to our student workers and part-time employees. Remember, every time we go out there, we're examples. So, I encourage each of us to be good models at all times, both in and outside of the Center.

I want you to know how much I appreciate working with all of you. As an Officer Team, we are deeply committed to helping the Cultural Center continue to be successful. I thank all who have gone before us over the past 50 years, and I thank each of you today for the time and energy you put into making the PCC excellent. Thank you for being good examples to all you meet and work with.

Never forget, our Heavenly Father expects great things of us and stands ready to bless us when we do His will.

With best regards,



P. Alfred Grace  
President & CEO



**TAHITI FÊTE SOLO DANCE WINNERS:** (left-right) Former PCC dancer Anthony Ing, Melissa Guevarra and Kapua Patron of California, and Heather Ruth of Aiea won the overall titles in their respective divisions in the PCC's annual Te Mahana Hiro'a Tumu o Tahiti dance competition in July. (Photos and montage by Mike Foley)

## New Facilities Director reviews PCC projects

Dan Briskin, who has been appointed as the PCC's new Director of Physical Facilities, recently took time to introduce himself and review the department's progress.

Briskin — a general contractor from Auburn, California (near Sacramento), who had been working in Montana — joined the PCC Physical Facilities staff in February 2012 as a project coordinator. He learned of the opening from his mother and father, who were then serving as senior missionaries at the PCC.

He was promoted after Les Steward retired from the Director's position following 44 years of service. His new role also includes responsibilities previously overseen by Orlin Clements, who has accepted a Church Facilities Manager position in Idaho.

Briskin served a Latter-day Saint mission in East Germany "right after the wall came down," and earned a degree in Construction Management from California State University, Chico. He and his wife, Tawnya, and their three daughters, bought Les Steward's home on Naniloa Loop in Laie.

"I am impressed with the shape and functionality of the buildings, from where they started and continuing for 50 years," Briskin said. He also praised the Facilities team of more than 80 people he now works with, and recognized the significant contributions of the senior missionaries, many of whom serve in Physical Facilities.

"Because of the 'corrosive' environment we live in, it's a maintenance nightmare, but our 'blue-shirt' people have done a remarkable job with limited resources over the years. They've kept everything functioning, and now it's another era: We have an opportunity to improve on that by becoming more cost-effective and holding the building maintenance to a higher standard."

"It also cannot be overstated how important the missionaries are, especially for Facilities, from the very beginning of the Center up until now. We've had people with unique skill sets and knowledge beyond what we could learn in a lifetime who have been

more than willing to pass those on to us. I can't say enough about them."

### Projects review

Briskin also reported on the progress of the PCC's current Facilities projects:



Briskin

■ "The new Market Place is the big one," he said. "All of the underground permits are almost ready, and we're still on schedule to have a new, functioning Market Place by the end of 2014. That will be one of our last major construction projects."

■ "The 'new' Hale Aloha should be done by mid-August," he continued. "The back areas and kitchen area had to be replaced. Contractors also upgraded the electrical and lighting systems, and re-did the roof. In effect, we've extended the longevity out for at least another 50 years, and improved the way some of the seating is arranged, somewhat increasing the capacity."

"We also took this opportunity to upgrade all the buffet tables: Elder Phil Robinson, a service missionary, saved us several hundreds of thousands of dollars by refurbishing the old ones."

Briskin added that the Hale Aloha mural was preserved and has been reduplicated onto new material, and we also upgraded the Banyan Tree at the same time."

■ "After the Hale Aloha re-opens, the tents and concrete in the Samoan Village *malae* will go away, and the village will be restored to its original look and functions," he said, "although that project may not start until after the 50th Anniversary."

■ Briskin said Facilities will then upgrade the Tongan, Fijian and New Zealand villages, "but in comparison to the scope of our larger projects, these are modest changes. Beyond that, it's routine maintenance."

"The PCC is a remarkable and humbling place to work," Briskin said. "I'm honored to be here. I also love the people I work with. They are some of the most remarkable people I've ever met."

## Our new missionaries...

■ Sister **Kristin Cherrington**, from Orem, Utah, who is assigned to Seamstresses and Costuming. She previously worked as a kindergarten teacher and a homemaker.

■ Sister **Cindy Clark**, from St. George, Utah, and is assigned to Laundry and Customer Service. She previously worked for the Utah Adult Protective Services as an investigator.

■ Sister **Sharon Johnson** comes from Gilbert, Arizona, and is assigned to the Islands Office.

■ Elder **Dave** and Sister **Judy Lunt** come from Thatcher, Arizona, and are assigned to the Hawaii Mission Settlement. He served a "young" mission in Uruguay and retired after teaching vocal music for 38 years. She has been a homemaker.

■ Sister **Connie Nance**, from Morgan, Utah, is a retired beautician, divides her time at the PCC between Seamstresses and other assignments.

■ Elder **Grant** and Sister **Marlene Nielson** come from Mesa, Arizona, where he was an electrical engineer for the past 40 years, and

she worked as a Registered Nurse and in other health services. He served in the British South Mission, and is assigned to Physical Facilities; she's in the Mission Settlement.

■ Elder **Bruce** and Sister **Chris Petty** come to us from McKinney, Texas, where they owned a fountain and water features business for 25 years. He is assigned to Physical Facilities and she serves as Protocol secretary.

■ Elder **Bill** and Sister **Stacey Pollock** of Ephraim, Utah, are assigned to Human Resource. He just retired from teaching Seminary and Institute for 37 years, and she has been a homemaker and also bookstore text manager at Snow College.

■ Sister **Jolene Smith**, from Rexburg, Idaho, taught fashion, apparel design and construction at BYU-I for over 30 years and now serves in Seamstresses and Costuming. She previously served missions in Oregon and Toronto, Canada.

■ Elder **Ron** and Sister **Cathy Tremeca** come from St. George, Utah. He retired from the University of Utah as Associate VP of Finance & Accounting, and is assigned to Finance. She will serve in Seamstresses.



## PCC musician vies for national education award

Some people at PCC only know her as Sheena, a part-time Maori musician, but to 600-plus students as well as the 52 faculty members she oversees every week-day, she's Mrs. Alaiasa, Principal of King Intermediate School in Kaneohe.

In fact, she's so good at her full-time position that the Hawaii Association of Secondary School Administrators recently named her State Middle School Principal of the Year, based on her excellence in professional growth, collaborative leadership, advancements in curriculum, instruction and assessment, and personalization of learning.

With that honor, she went on to become the first person from Hawaii to be nominated as a national middle school principal of the year finalist; and she recently returned from Washington D.C. where she's vying for the national principal of the year title, which will be announced in September.

"It was a humbling experience in D.C. to be around people who have had more tragedy and troubles than I've ever had," Alaiasa said. "One principal had to deal with all of the tragedy during Hurricane Katrina, and build the school up from rubble. Another was the principal who had to deal with the shooting at Columbine High School. They are amazing people."



Sheena Alaiasa

Win or not, Alaiasa — née Fitzgerald — has come a long way from the small North Island town of Turangi, New Zealand; and as with some achievement stories, she almost didn't become an educator: After graduating from Church College of New Zealand, she migrated to Australia where she worked for six years on the trading floor of the Sydney stock exchange.

So, how did she go from a high-paid job in Oz to Laie? "We had an economic crash in 1988," she said. "I saw a trader jump out a window, which freaked me out. We also had riots on the trading floor, and we had to be escorted out by police. That scared me into thinking that's not where I wanted to be. I knew I needed to get an education so I'd know what I can do."

Alaiasa enrolled at BYU-Hawaii in 1989 and started working that same year as a PCC musician. She married Norris Alaiasa from American Samoa in '92, and they have two daughters: Risha, who just left for Taft College in California, and Sheris, who graduated from Kahuku High in 2012 and "is saving up for a mission."

After graduating from BYUH in '95 with an elementary education degree, Alaiasa taught for four years at Kahaluu Elementary, served one year at Kailua Elementary as a vice principal, and became principal at Heeia Elementary after working there for one year as a vice principal. She has spent the past six

years at King Intermediate.

How can Alaiasa work as principal of a large intermediate school throughout the day, then sing at the PCC night show? "I've done many educational presentations, and been in many others, and they all say you've got to have balance," she responded. "PCC is my balance. It's the place I can come to enjoy the ambiance and be around friends. You don't get that very often in the Department of Education. Church, my family and PCC help me to maintain balance."

"I also use a lot of the concepts I've learned at PCC and apply them throughout my day," Alaiasa said. "For example, I use President [Lester] Moore's SWOT [strengths, weaknesses, opportunities and threats] analysis, although we call it comprehensive needs assessment. I also like the Center's customer service focus."

"I've actually brought the teachers here every other year so they can have the PCC experience, and share it with their students and parents as well as each other. It's been quite successful. One of the things we'll do is a scavenger hunt in which we look for characteristics and values we might take back to the classroom."

"PCC has also been a great missionary tool learning experience for me. Because I am grounded and know gospel principles, and at PCC we actually work and live them, I've been better able to share them."

"My colleagues and supervisors always ask me, 'Why are you so different?' Even when I was in Washington, they asked me, 'Why is it that you're different?'"

"I tell them it's the core values of being a Latter-day Saint and having had fundamental gospel principles taught to my brothers Sean, Seamus and I at a young age. It also has a lot to do with learning and growing here at PCC. I try to promote it and what we stand for whenever I can. I even wore my PCC shirt to the nominations banquet."



PCC HOSTS KOOLAULOA KUPUNA to a luncheon during the annual Laie Days celebration. (Photo by Mike Foley)

# Imua Polenisia

## Sister Bateman keeps quilting for PCC

[Reprinted from a recent article  
by Mike Foley in the *Church News*]

Sister Helen Bateman, now 93 and living back home in Provo, Utah, got special permission when she was just 86 to serve as a senior missionary at the Polynesian Cultural Center, starting in May 2006. Seven years later, she's still sharing her talents with the PCC by donating the mini Hawaiian quilts she makes at the rate of about one a week. So far, she's donated over 250 of them to the Center.

When her husband, retired BYU professor LaVar Bateman, died in 2005, she was still so healthy and vigorous that her family urged her to put in missionary papers again. After all, she and Elder Bateman had previously served as senior missionaries in Sydney, Hanoi and Honolulu, and also as hosts at the Joseph Smith Memorial Building in Salt Lake City for 10 years.

At the Cultural Center Sister Bateman worked in the Islands Management Office and also the Hawaiian Mission Settlement, where she shared her quilting talents.

"It was a life-changing experience for her. When we came up with the idea to serve another mission, she was eager to do it. She has an exceptional amount of energy, and contributed so much," recalled daughter Kathy Peterson, a freelance illustrator and artist who has helped her mother create a number of unique Hawaiian quilt designs. "I've visited her several times in Hawaii, and it was fun to see how everybody seemed to know her."

After being home from her first mission at the PCC for three months, Sister Bateman returned as a volunteer in 2008, "but she had a stroke a week before she was to come home to Provo at that time," Peterson said. "I flew to Hawaii to bring her home, but she insisted on staying that extra week until her term was complete."

After recuperating, Sister Bateman, who said she just loves Hawaii, returned again to the PCC as a volunteer for about six months in 2010 and for another three months in 2011.

"We have been blessed to have many, many wonderful senior missionaries serve



Former PCC senior missionary and continuing volunteer Sister Helen Bateman displays some of the Hawaiian quilts she makes at the rate of about one per week. PCC President Grace took this photo during a recent visit he and former PCC President Orgill made to Sister Bateman at her home in Provo, Utah.

here at the Polynesian Cultural Center over the years," responded PCC President & CEO P. Alfred Grace. "Not only have they provided needed skills and expertise to support our operation, they have also helped to nurture and grow our employees from BYU-Hawaii and the local community."

"Sister Helen Bateman is one senior missionary who has continued to serve faithfully long after her official release, by providing a constant supply of beautiful Hawaiian quilted pillow cases from her home in Provo, Utah. As a spry 93-year-old, Sister Bateman, or 'Aunty Helen' as we call her, is now considered a 'living treasure' of the Polynesian Cultural Center. We have much aloha for this very special woman."

Emily Wolhuis, who lives in Laie and hosts Sister Bateman when she's here, confirmed, "Aunty Helen is amazing. At age 93 she is like the Energizer bunny. She quilts from morning to night. That's what she lives for."

"I love the flowers and the people. They're so friendly and gracious. I have wonderful memories of everything that's happened,"

Sister Bateman said. "I love being there. It feels like my second home."

Sister Bateman said she learned to quilt as a young woman, "but it really took off when I came to Hawaii. Hawaiian quilts are now my favorite. It's really a blessing, because I can quilt without glasses, and my hands feel like a young person. I don't want to spend my life watching TV. This keeps me busy and active."

Daughter Kathy Peterson explained the quilts her mother makes and donates are sold as souvenirs at the Cultural Center, and the proceeds benefit BYU-Hawaii students who work there.

"She is a special lady," Sister Peterson said, "and making quilts has been a blessing to her and our family as well as the Cultural Center. She always has something beautiful and creative to work on, and keeps busy doing something she feels is worthwhile to others."

"She feels like she's contributing to the education of the students at the PCC."



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