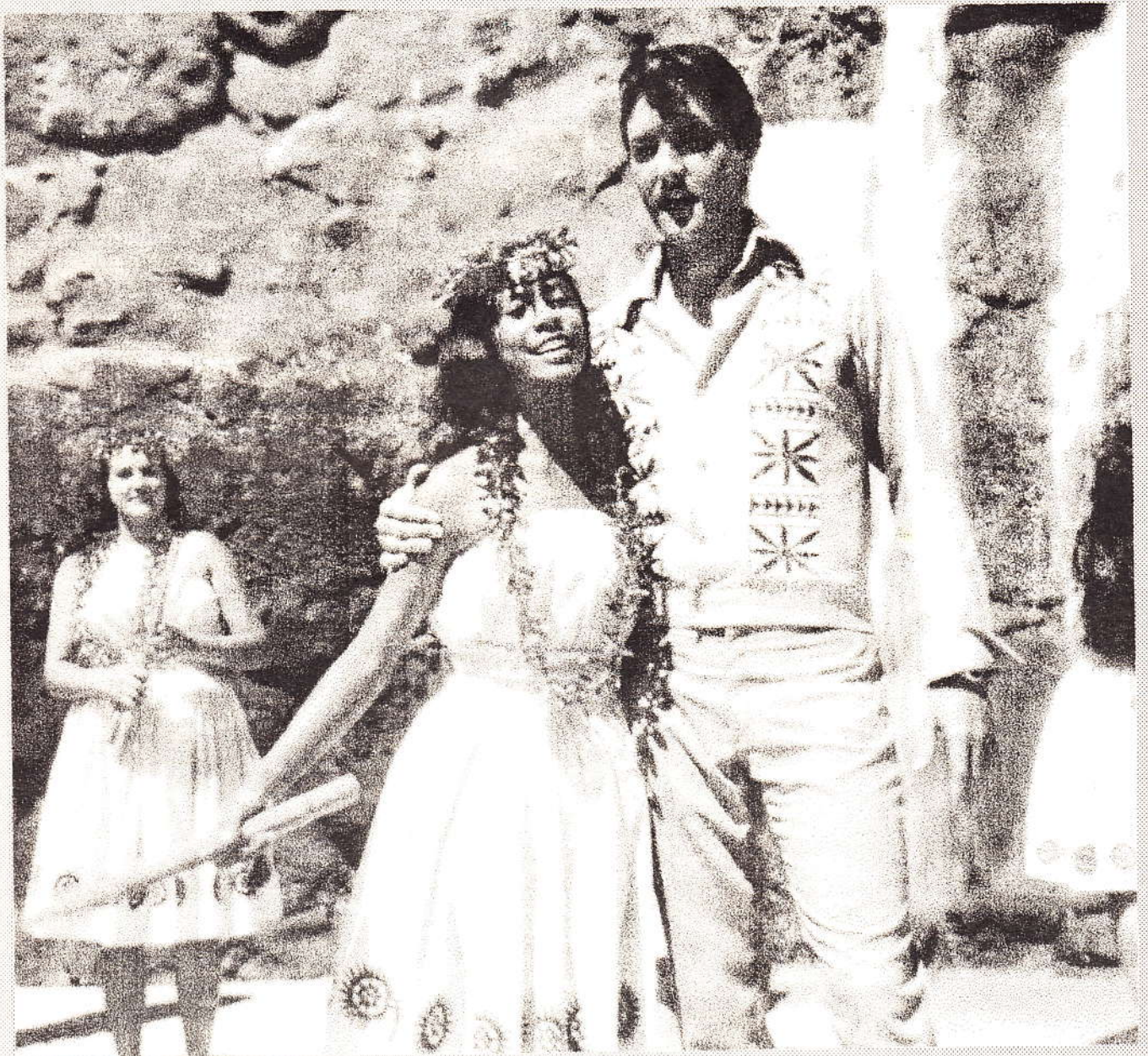


AUG. 28, 1992



IMUA POLENISIA

THE VOICE OF THE POLYNESIAN CULTURAL CENTER



ELVIS DAZE AT PCC RECALLED

(see Page 14)

EDITORIAL By Rubina Forester

YOU'RE ALWAYS ON STAGE AT PCC

People-watching is an activity that reminds us that it is not the what that matters in guest relations but the who.

While waiting for a VIP group to arrive last month at the front entrance, I made some observations of arriving guests. I was impressed by a group of 200 schoolgirls from Osaka, Japan who conducted themselves in an orderly manner of quiet excitement. I smiled at the array of colorful tourist fashions—nylon waist packs over wild aloha shirts, logo-emblazoned caps worn backwards, rainbow-striped slippers worn with silk dresses.

I assume that while I was watching, I was also being watched. What did a guest observe as I sat there on the bench? Did one look at my completely grey head of hair and

identify me as an old lady? Did another see my camera and think I was just another tourist? Did they judge me a sad person, a woman sparkling with intelligence, or a just a passing face in the crowd?

The responsibilities of people-watching are two-fold at the Center. Employees must glean from the behavior of the guests what will satisfy them and make them happy. Just as importantly, employees must conduct themselves appropriately and positively to ensure the goodwill of the guests.

The Center's new mission statement addresses both responsibilities. However, it is good to focus on the words "to demonstrate and radiate a spirit of love and service" which directly relates to being on stage at the PCC.

Stage performances are never easy. They rely on preparation, commitment, concentration and personality. As Center employees our performances often last whole afternoons and early evenings. Consequently we sometimes lose focus resulting in unattractive and disappointing observances of us by others.

In providing consistent quality service, we must continually strive for excellence. We must be ever mindful that our actions and words reveal to people what we are, and if we are that one person being watched, then it is imperative that we learn, practise and demonstrate the best of the Polynesian ideals—kindness, generosity, hospitality, agreeableness, humor and service.

PCC . . . IN THE NEWS

Deseret News Salt Lake City, Utah

To the editor:

"Any increase in tourism helps Utah's economy. Temple Square is already a major tourist attraction, but please consider the following idea to increase its attractiveness as a tourist destination.

There is currently nothing that makes the Old West, and more particularly territorial Utah, come alive the way that Williamsburg, Va., shows colonial culture and the LDS Church's Polynesian Cultural Center shows us Polynesian cultures..."

Donald W. Adling
Orem

Travel Weekly New York, New York

New Exciting Activities Add to Hawaii's Appeal

"The Polynesian Cultural Center is changing its Alii Luau into a multi-ethnic feast that will include dishes from throughout the Pacific islands as well as Hawaii.

The center demonstrates the life-styles of Tonga, Tahiti, Fiji, the Marquesas, Samoa, New Zealand's Maoris, in addition to Hawaii, in its re-created villages.

Here, touring visitors can taste samples of traditional foods as well as watch cultural demonstrations performed by students from the island nations.

Now the celebrated luau feast will include additional delicacies: Samoan sapa sui, a chop-suey kind of dish, Fijian chicken curry, Tongan-style roast pork,

Tahitian poisson cru or marinated fish salad, Marquesan banana poe, a South Pacific version of poi, Maori bread made in a huge pot and Hawaiian poi and island fish, plus a variety of other dishes and desserts.

The luau entertainment features children from throughout the South Pacific in a special show of music and dance.

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."

PCC Signs Historic Agreement With Mainland China's Largest Cultural Theme Attraction



PCC will aid in management expertise and staff training

The Polynesian Cultural Center (PCC) and China Folk Culture Villages — Mainland China's largest and most extensive cultural theme attraction — signed a historic pact several weeks ago that will provide management training, intercultural exchanges and PCC's cultural expertise and resources to the world's most populous nation.

The Center is considered to be the world's most successful cultural theme attraction and this "Sister Cultural Centers" agreement marks the first time it has ever entered into such an accord. The non-profit PCC will provide the services in the spirit of improving cultural relationships with China.

The China Folk Culture Villages, inspired and patterned after

PCC, is 40 acres in size and depicts the living cultures of 24 of China's 56 ethnic "minority" cultures. The attraction is located in Shenzhen, a southern city in Mainland China.

Under the direction of Elder Dallin H. Oaks, President Moore and Ma Chi Man, vice chairman and general manager of China Travel Service (Holdings), H.K. Ltd., signed the agreement at a ceremonial dinner held at PCC. China Travel Service (CTS), with 14,000 employees and owned by the government of Mainland China, is the parent company of the China Folk Culture Villages. CTS also developed and operates the 80-acre "Splendid China" attraction adjacent to China Folk Culture Villages. A similar "Splendid China" attraction

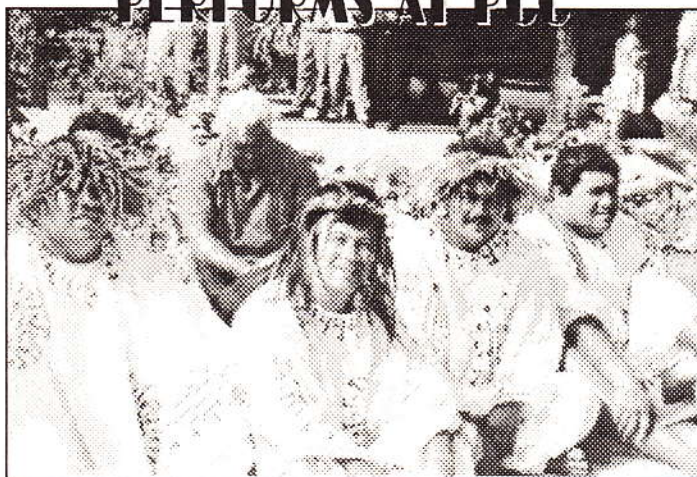
is now being developed in Orlando, Fla, two miles from Disney World. Commented President Moore, "We at the Polynesian Cultural Center are honored to enter into this agreement with our Chinese counterparts to share our expertise in successfully managing cultural attractions with this enterprise, and do our part to strengthen and develop business, cultural, and humanitarian relationships with China."

Moore visited Hong Kong, Shenzhen and Beijing in May to attend a series of meetings with officers of China Travel Service during which the terms of the "Sister Cultural Centers" agreement were developed.

A top-level PCC delegation — senior vice presidents David Hannemann and Reg Schwenke — attended the grand opening ceremonies last October for the China Folk Culture Villages which included a special gift presentation to Ji Peng Fei, China's deputy prime minister. Many of China's dignitaries were in attendance including Liao Fei, director of the Overseas Chinese Bureau of the State Council from Beijing; Zhou Nan, the Chinese governor of Hong Kong; and Lin Shui Long, chairman of China Travel Service. More than 120 media representatives from Beijing, Taiwan, Hong Kong, Macau and the United States were on hand to record the events of the day.

Founded in 1963 by The Church of Jesus Christ of Latter-Day Saints, the Polynesian Cultural Center has been Hawaii's most popular paid visitor experience since 1977 and has hosted more than 23 million guests since opening as a participatory living museum. Moreover, more than 26,000 students have "worked" their way through college as Center employees since 1963.

TAHITI'S TOP DANCE GROUP PERFORMS AT PCC



Tahiti's top-rated Temaeva Royal Folkloric Dance Troupe of Tahiti directed by respected master instructor, Jean "Coco" Hotahota, performed for a crowd of over 800 last week in the Pacific Pavilion.

The leader of the Tahiti delegation was Gerard Cowan, director of the Cultural Activities for French Polynesia's Cultural Affairs Office who represented Tahiti's Minister of Culture, Arts and Telecommunications, Justin Arapari.

Earlier on in the afternoon, the group was honored on the Islands of Samoa malae or village green. They were welcomed by PCC President Les Moore, Samoa Islands Manager Pulefano Galeai and the Samoan villagers adorned proudly in traditional costumes.

Among those gathered to also pay tribute to the visiting Tahitians and to the Samoan islanders celebrating their Cultural Week activities were PCC representatives from Fiji, Tonga, New Zealand, Marquesas, Hawaii and Tahiti.

The exchange of gifts was not without a touch of light-heartedness as the Tongans presented basket after basket filled with food including drinking coconuts, cans of Hellaby's corned

beef and Polynesian staple

vegetables. In the spirit of comradeship, the presenter made pretense of counting each one to the delight of the Samoans who responded to the Tongan tribute by chanting it, according to

custom, as number one in quantity.

Temaeva were conducted to a canoe following their Samoa experience which took them for special recognition presentations in Hawaii, Tahiti and Mission Compound.

The PCC, Hawaiian Airlines, Tropical Rent-a-Car and Kauai Coconut Beach Resort were co-sponsors of the Kauai-Tahiti Fete held last weekend which promoted Tahitian dance competitions and featured Temaeva in special appearances.

Raymond Mariteragi, the

Center's Entertainment Manager, thanked Temaeva for their Center visit on behalf of the employees and the local Tahitian community. Their performance increased enjoyment and appreciation of Tahitian dance and provided many opportunities for traditional ties with French Polynesia to be strengthened and enhanced.

PCC PROMO TEAM TO ACCOMPANY MISS AMERICA

PCC has been selected by the Hawaii Visitors Bureau to send a seven-person promotion team with Hawaii governor, John Waihee, and Miss America 1992, Carolyn Sapp, next month to Germany and England. The promotional team will consist of three musicians, two male and two female dancers. Heading the PCC delegation will be Alfred Grace, PCC's Westbound Sales Division Director.

The tour will provide entertainment at various travel industry meetings and trade shows and boost tourism for the 50th state.

GIVE ME FIVE!

Facts About the MOA bird.

1. There were 20 kinds of extinct moa birds that once lived in New Zealand.
2. They existed until the 1600's.
3. They ranged in size from that of a large turkey to 10 feet tall.
4. They had small heads, long necks, stout legs and no wings so they could not fly.
5. The Maoris hunted them for food 1,000 years ago.



COMMUNICATION ORDERS EASILY MISINTERPRETED

by Miller Soliai, Training Manager

When our instructions are followed incorrectly, do we blame the other person?

Quite often, such errors are caused by a justified misinterpretation of our message.

Here are three examples of how apparently simple instructions were misconstrued:

1. A merchant ordered 500 turkeys for the Thanksgiving season. A few weeks before the holiday, however, his sales dropped sharply.

Afraid that he wouldn't be able to sell all the turkeys, he phoned the distributor and instructed him to "Cut my order in half!"

When his order arrived, guess what it contained?

Five hundred turkeys, of course, each cut in half!

2. A new employee at a large company walked up to a paper shredder and stood before it looking confused.

"Need some help?" the senior secretary asked.

"Yes, how does this thing work?"

"It's simple," she said as she took the thick report from her colleague's hand and fed it into the shredder. "See?"

"I see," he said "but how many copies will it make?"

3. Upon approaching an

airport for a landing, just short of the touchdown, the pilot of a military plane determined that the runway was too short for his landing approach, so he'd better circle around and try again.

He yelled to his engineer, "Take-off power!"

The engineer reached up and turned off the engines. The plane continued downward and crashed at the end of the runway!

The pilot had wanted the engineer to give him extra power for takeoff.

As one can easily see from the situations just given, it is always important when we communicate with each other that we give clear instructions and ask clear questions so we won't be misinterpreted.

SOURCENOTE: Cheryl Hamilton, *Communicating for Results*

• E Komo Mai •



Islands of Hawaii
Cultural Week
September 5 - 12

- Miss/Mrs. Hawaii Cultural Week Competition
- Daily Makahiki Activities
- Special Events

*Everyone
Invited*

An Employee Response to the Company Quarterly Review Meeting

Dear President Moore,

I am writing to thank you for the most inspiring talk you gave yesterday in your "State of PCC" address. I was touched and moved not only by the spirit in which you gave your talk, but also by your sincere love and care for us—your fellow employees. Your positive approach to solving the drop in sales for July amazed me because I thought for sure this would mean a reduction in our work force and that the pay raise would be held off indefinitely. Instead, you chose to push the marketing sales in spite of the recession.

I am motivated and committed to do my best in doing my part to reduce expenses and to help you in your efforts to rebuild PCC. As a newcomer, I would like also to pledge to you my full support and loyalty to your administration.

SAMOANS CELEBRATE

CULTURAL WEEK WITH FESTIVITIES

The Islands of Samoa at the Center celebrated their cultural heritage last week with special activities. Guests, special performers, employees and Samoan groups from the community participated in and experienced fashion shows, food-tasting, taupou dance demonstrations and ceremonial events in addition to the regular program.

At Saturday morning's devotional in the Chief's House, Samoa Cultural Islands Manager, Pulefano Galeai, reported in his State of Samoa address that "we are in the right state of mind in all we are doing. We are doing well — for every dollar spent, we give 100 times more in effort. We have invested in landscaping and needs such as mats and tapa. Our people are lively and happy working as a team and training as a team."

President Les Moore's



remarks centered on the power of the atoning sacrifice of the Savior. He pointed out that through our trust in the Savior and obedience to his commandments, we will fulfill our individual divine destiny's of the Polynesian Cultural Center.

Other speakers included the testimonies of Samoa Island workers Lise Tuia, Magi Taulaupapa, Pepe Nautu, and Sielu Avea. Jeanie Moore also expressed her love and

appreciation for all those who participated in this important event.

As the Center looks forward to future cultural weeks, it is important to remember the purpose of such events — a time to present at their best advantage the islands of Polynesia; to remember and experience the traditions of the past; and to share the dances and music of the islanders in the spirit of

hospitality, generosity and love, Moore said.

Special tributes were made to former Samoan Village Chief — Fauono Vaifale, and "living treasures" Oliana Tautu, Tauamo Malufou, and Lagalaga Alo.

A combined Samoan choir, consisting of approximately 45 voices and conducted by Lafi Toelupe, sang an anthem and several hymns.

Samoan Methodist Church Group Gives Lively Performance

The Tolutasi United Methodist Church performers danced and sang for Center guests earlier this month in the Islands of Samoa malae or village green. Headed by Chief Afoa Alo, the group of eighty-six in their green and white lavalavas, presented a program arranged and conducted by former employee Papu Toleafoa.

Toleafoa, a student employee in 1978-79, commented on significant changes he has observed since his last visit at the Center. He praised the graduated seating area around the main demonstration platform. "I can see that more guests are accommodated and they are more comfortable," he said.

Reiterating his positive observations, Toleafoa



added the increase of village entrances had enhanced the village with easier accessibility for increased customer service. He praised the increased number of student workers. Their "opportunities to grow and succeed culturally as Samoans and educationally as students means blessings not only for them as individuals, but for the quality of the Center as a whole," he said.

EMPLOYEES MOTIVATED BY NATIONALLY-RENOWNED COMMUNICATIONS EXPERT.

Joseph C. Bauer, nationally renowned speaker and communications expert, addressed Center employees last week in a communications seminar held in the IMAX Polynesia theater which focused on communication and customer service.

Introduced as a dynamic, creative individual who can make things happen, Bauer motivated employees to seek excellence in the quality of their lives and work performance by applying certain proven principles of quality personal and business communications.

A key communication skill, Bauer advised, was listening. The biggest problems in any situation can be solved through attentive listening because it manifests caring and hospitality, he said.

Quality communication for Center employees, he added, is vested in being in love with work that we do. Every worker must take pride in their PCC workplace, its mission and its reputation.

It is important, to desire to protect and preserve the Center. And it is equally important to speak of it with enthusiasm in conversations. Enthusiasm, he explained, required energy and zeal and included devotion to Polynesian culture, he continued.

Because it costs four or five times more money to get new people to visit the Center than to keep existing customers, Bauer suggested focusing on the loyal, satisfied customers who want to return to participate once again in the friendly and positive experiences of a previous visit to the Center. Customers, he added, "don't care how much you know until they know how much you care".

Bauer explained indifference spelled disaster for companies because it resulted in dissatisfied customers who would "stop coming". For every negative experience, twelve positive reinforcements were needed to make a change-about for the customer. Therefore, Bauer said, it was imperative to communicate vitality, caring, concern, understanding and empathy.

Praising the worth of each individual, Bauer enumerated the "I's" of every human being — imagination, initiative, industry (work), intelligence and integrity. These qualities were in the possession of all employees and he admonished everyone to build on them to create quality lives.

Bauer reminded employees there are always more than one solution to a problem. Discovery of workable solutions depended on the ability to absorb information, to feel the problems requiring solutions, to listen beyond the words, and to learn through attentive observations. It requires more than doing the obvious.

Focusing on the description of what he considered the ultimate service-oriented employee, Bauer spoke of the importance of a smile. It is the simple act of one person recognizing another human being. Its memory, however, lasts forever, fosters goodwill, costs nothing, is the countersign of friendship and has no value until it's given away. A smile coupled with the three "C's" (Caring, Competence and Communication), will guarantee positive results for personal and customer satisfaction.

Bauer said customers have the right to expect four things of a company — knowledge of the product; knowledge of the company; listening skills; and problem-solving skills.

A whole company is often judged on the one individual who serves the customer. Therefore, Bauer advised, each employee must behave every moment as if the whole company depends on him or her alone. Remembering this and doing it right every time will ensure the survival of any company — including the Polynesian Cultural Center.

Former Miss Florida & Sunshine Girls Brighten Center



Melissa Aggeles, Miss Florida 1988 and two of the Florida

Sunshine Girls—Amy Rinard and Stacy Sims—brightened the Center with their visit last month. In Hawaii after an eight-week USO tour for the U.S. Department of Defense in Korea, Japan, Guam and Johnson Island, the group of talented entertainers enjoyed themselves interacting with Center demonstrators, performers, and guests.

The former Miss Florida danced spontaneously with Sielu Avea and Lokeni Si'ilata during the Samoan Farewell Program. At the Ali'i Luau, Aggeles sang "Puka Shells" on stage with emcee Tafili Galeai.

"The Polynesian Cultural Center is an unexpected discovery," she said. "I like to see historical places and meet real people and that is what is right here. This seems to me the true Hawaii. I am impressed with the cultural aspects – the village buildings, the natives, the luau food served in the baskets."

Rinard, who compared PCC to Disney's Epcot Center in Orlando, said "I was not just learning dry facts. Both places are educational, but the Center is by far a more enjoyable, more fun way to absorb solid cultural information and traditions," she said.

Sims felt the Center was the best way to get a taste of Hawaii and Polynesia. The revelation through

her visit of the Islands of the cultural differences in costumes, dances, and appearances strongly moved her. "I am fascinated to discover each culture has their own ways. Seeing the differences has opened my eyes."

Expressing their appreciation, the group left repeating promises to return for a truly gratifying experience.

Two Chinese Delegations Feel Center Example Significant

Two high-level delegations visiting PCC from Mainland China consider the example set by the Center as a world wide leader in cultural theme parks as very "significant".

The first delegation with six officials and headed by the Party Secretary and President of the Cultural Exchange Association of Jilin Province, Gu Changchun, enjoyed Polynesian traditional activities and the evening performance of "Mana, the Spirit of Our People".

Jilin, which is located in northeast China, lies within the territory of Manchuria.

It is an industrial province with two hydro-electric power plants. One of its main visitor attractions is the Everlasting White Mountain with the Heavenly Lake right on top.

The second delegation from Shaanxi Province, consisting of four officials, was headed by Rao Du-jun, Deputy Director of Foreign Affairs.

Located in northwest China, Shaanxi is renowned for its educational institutions. There are forty universities and colleges located throughout the province. Agriculture and aerospace industries are important.

In making presentations to the delegations, PCC President Moore spoke of the respect and friendship that has developed between the Center and the Chinese people and he predicted it would grow to a long and healthy relationship.

In response, Rao Du-jun thanked previous Chinese visitors who returned home to recommend his coming to the Center. "I discovered my friends were telling me the truth about this marvelous place," he said.

A LETTER OF GRATITUDE

Aloha Polynesian Cultural Center!

I would like to thank the person who returned my wallet. I never thought I would see it again.

I would also like to compliment you on your Polynesian Cultural Center. It was so fun. I really enjoyed it. Hopefully next year I can visit you again. I really enjoyed the workers and their acts.

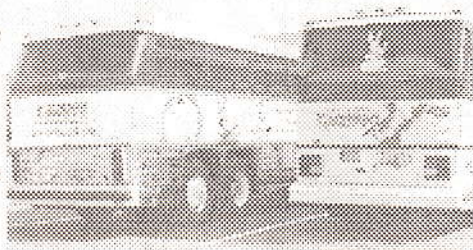
Any way, thank you so much for returning my wallet.

Gratefully thankful,
Julie Christina Buzo

BUSES PROVIDE NEW AVENUES FOR SERVICE

Two buses emblazoned with official PCC logos now serve the Center and Waikiki. Making daily runs for Polynesian Adventure Tours and Roberts of Hawaii, the buses pick up guests at specially designated hotel stops in Waikiki before making their way to the North Shore.

According to Molly Aumavae, Waikiki Ticket Office Supervisor, the buses are effective as moving billboards because they are readily identifiable. They also eliminate transportation transfers providing efficient accessibility to the Center for a full day of activity.



Mike Foley, PCC Hawaii Sales Division Director, calls the use of bus advertising "powerful visual statements". The second PCC bus was coordinated through the Center's Corporate Communications division.

Devotional Calls For Commitment To Integrity

The August devotional held for all employees featured President Les Moore whose message focused on integrity.

Because the Center is a jewel among business organizations, much is expected of its employees. Reviewing the Center's mission statement, he reiterated every worker's responsibility to dignify the world through their commitment to radiate the spirit of goodwill and uplift through personal integrity.

Moore spoke about two major concerns — sexual harassment and financial dishonesty. He decried the former saying it would not be permitted or tolerated at the Center. He encouraged employees to be completely honest in all their actions and "earn honestly what you need".

Moore emphasized living in the present in the spirit of restoring integrity having learned from the past.

In support of President Moore's remarks, senior vice presidents John Muaina, Les Steward and Reg Schwenke challenged employees to correct and strengthen one another as they strive for excellence, to let kindness be a wave of refreshment in their daily service to customers, and to live up to the highest standards of guest satisfaction.

KNOW THE DIFFERENCE

.....
People can *replicate* the
Polynesian Cultural Center but
never *duplicate* it.

Replicate: to copy or reproduce a
work of art, etc., from an original.

Duplicate: to make an identical copy
from an original.

The Kapakahi Tree – PCC's Star With The Best Curves

The Kapakahi Tree represents to some employees the singular symbol of the history of the Center. It grew into its unique shape in the back yard of Mileka Conn's Laie home and it was a good twenty-years old when it was discovered for its present starring role. Since 1963 it has graced its present location.

Millions of people have posed near or on the tree. The majority have stood with tourist smiles, one hand placed on the trunk. Some have sat on its curves. Others have crept near the crown pretending they had climbed a high vertical tree instead. Many have stooped low to allow their photograph to show off the curving trunk. Elvis Presley used it as a singing prop in the movie "Paradise, Hawaiian Style."

The Kapakahi tree has provided silent service at the Center for nearly three decades. One of the PCC's best investments, it has remained healthy and gracefully compliant. Its probable age is about 50 years old. (The lifetime of a coconut tree ranges between 75-100 years.)

In its years of service to the Center, its very shape has evoked cliches — "Dare to be different", "Do your own thing", "Watch for the curves" and "Anything is possible".

If service is dignified through selfless giving and complete dedication, the Kapakahi tree truly deserves every accolade and praise through its personification of those ideals.

NUKU HIVA MARQUESANS



▲▲▲ WELCOMED AT THE CENTER ▲▲▲

A contingent of 40 Marquesans of the Hikokua entertainment troupe from Hatiheu and Taiohae Valleys on the island of Nuku Hiva, performed at the Center tohua during Marquesas Cultural Day celebrations. Accompanied by Haiti Tapuheikua Uki, president of Motu Haka; Yvonne Katupa, mayor of Hatiheu; Deborah Kimitete, wife of the mayor of Taiohae; and Beatrice Bonet, tour leader of Hikokua; the troupe danced and sang traditional Marquesan music.

Bedecked in fragrant sandalwood headbands and leis, the men performed the pig dance, their movements mimicking pigs rooting in the ground and their deep grunts maintaining a primal rhythm. The women danced with sedate movements, their wide smiles encouraging clapping and foot-tapping from the audience.

On behalf of the troupe,

Haiti Tapuheikua Uki expressed their long-awaited dream of coming to Laie as having been fulfilled at last. With a resounding bass chant, the troupe thanked the Center the Marquesan way.

The visit by Hikokua marks the second visit ever in the Center's 29- year history by a group from the Marquesas.

In his remarks at the devotional gathering PCC President Les Moore welcomed the Marquesans. "The Polynesian Cultural Center exists for only one purpose," he explained, "to let the various cultures throughout the world and Polynesia know that here they will find love and respect. The Center serves to dignify all cultures and in the process uplift and bless all the world.

"The gospel of Jesus Christ leads and teaches the importance of peace," he continued. "Through the Center's mission to light up the fog which engulfs the people of the world, the ideals of happiness, joy, commitment, determination and peace will permeate Polynesia and all other nations of the earth," he said.

PLUMERIA FACTOIDS

Known also in South-East Asia as frangipani. The most common lei flower in the tropics because of its long-lasting fragrance and durability. The flowers have 5 oval shaped, waxy petals and come in white, yellow, pink and cerise. A member of the periwinkle family, most Polynesians call it "pua".



Marquesas Island Manager Eriki Marchand and Mayor Yvonne Katupa from the Marquesas.

"Back on my island..."



Dorian Moe: Born Calcutta, India
Position: Ushers Supervisor

"As I look back on my life, I can truthfully say the best time occurred during my family's show business years as we traveled all over the world, especially through Europe.

There were four of us — my father Tau, my mother Rose, my brother Lani and me. We entertained with popular songs, and dances and also Hawaiian music and hulas.

I am grateful for these experiences as we moved from one country to another. I was blessed with a multi-national education in Germany, Switzerland and Belgium which served me very well so that today I speak fluent German, French and Italian in addition to my native English. I also learned Hawaiian from my mother.

Our close-knit entertainment troupe trained, disciplined, educated and prepared me so that when my parents retired to Laie I was able to utilize my drumming talents in the Brass Band, narrating skills in both the Night Show and Canoe Pageant, and language proficiency in the Foreign Guides Department.

My parents personify what Polynesians should be. Wherever they have travelled they have remained humble, hospitable, hard-working, friendly and giving. They have maintained aloha for their Samoan and Hawaiian roots.

In all that I do at the Center, I try to remember to conduct myself with the professionalism I was taught by Lani, my big brother, who was also my dance instructor, costume designer, music director, supportive friend and example.

Our family gave pleasure to thousands of people in nightclubs, military bases and special event stages during our "show biz" years. Center employees have the same privilege to spread joy and satisfaction to guests from the four corners of the world. In serving others it is good to remember what I was taught — it is not *what* you say that matters, but *how* you say it."

Ken Coffey

Born: Auckland, New Zealand

Position: Illustrator-Designer

"I was raised as a "bush native" in Opahi, a remote part of the Bay of Islands. Last century that area and the places surrounding it were considered the stronghold of Hone Heke and Kawiti, two Maori war chiefs known for their wily tactics and endurance in the face of danger. I grew up with no electricity, phones, TV or piped water.

My summertime activities consisted of the regular work my family did — haymaking, harvesting crops, raising cattle and hunting for meat we couldn't buy from the store. There were plentiful supplies of rabbits and game birds such as ducks and pheasants in the fields and forests surrounding our farm.

I spent lots of time in the river sailing on the boats we made out of plywood. Near where we lived was a high bridge with railroad tracks. We would climb there, wait on the tracks, and when a train came we would jump off into the waters below.

Because summertime is Christmas time in New Zealand our farm would host relatives and we would all have a great time. We kids would spend hours in the fruit trees eating to our heart's content. To this day I consider our plums unequaled in taste and sweetness.

The interesting thing about the area where I grew up is that although the people were Maoris, Dutch, Welsh and English, they all communicated in Maori. That is why I am fluent in Maori because it was the language of my parents. I also speak Samoan because I spent my mission in Upolu and Savaii.

I derive great satisfaction from my upbringing. I am grateful for the Maori culture that was imparted to me. If I have one regret it is that I never learned the native medicinal skills of my mother. She was an expert in Maori herbal treatments and she became well-known for curing a woman who had been blind for twelve years."



Top Taiwanese Officials Enjoy Tourist Role

A party of nine Taiwanese officials and visitors visited the Center the first of the month.

Headed by Minister of Interior Affairs, Poh-Hsiung H.E. Wu, the representatives of the Taiwan Coordination Council of North American Affairs, enjoyed demonstrations and an after-dinner cruise through the Islands of Polynesia.

Minister Wu, a popular leader with the Taiwanese people, greeted many guests from his nation who recognized and approached him. With affability he and his wife, Tai Meei-Yu, posed with his excited countrymen while photographs were taken.

At the Ali'i Luau, Minister Wu, an excellent singer, joined emcee Tafili Galeai in singing "Puka Shells" resulting in an enthusiastic round of applause from the luau guests.

After an official gift exchange, President Moore thanked the Chinese visitors. "We look forward to a long and lasting relationship with you," he said, adding the Centers the students "you will select to learn new skills and cultural understanding at the Center. Our friendship has been cemented."



President Kendrick Leaves Message for Center Employees

President Lionel Kendrick, member of the First Quorum of the Seventy and returning home after two years service as president of the Phillipines-Micronesia Area, visited the PCC earlier this month.

"To be here at the Center is a tremendous experience. This is my first visit and it is impressive to see

how the Polynesians have retained their cultures," he said. "The sweet spirit of the people here remind me of the Micronesians. I feel peace and brotherhood.

"My message to Center employees is for them to hang on to the best of their cultures. However, should a conflict occur, they should adjust themselves to the Church culture of love, service, and peace. I hope they will remember the source of their roots as they interact with guests daily. I feel the

Center is very much in the mainstream of Church goals. It is a very special place."

Speaking to the Chinese delegation from Shaanxi Province, Elder Kendrick said, "As we look beyond the borders that bind us we can share the relationship of cultural friends and spiritual brothers and sisters."

Festival of Pacific Arts Fundraiser Wows Audience

A fundraiser held earlier this month in PCC's Pacific Pavilion to benefit the South Pacific Festival of Pacific Arts— to be held in October in Rarotonga—wowed the audience of approximately 1200.

Featuring local songstress Melveen Leed, accompanied by the Hiti Band of Tahiti and a 27-member contingent of Rarotonga's top dancers, drummers and singers, the concert filled over two hours of entertainment.

Special performers included Miss South Pacific, Kimiona Vogel; Miss Cook Islands, Jeannine Tuavera; and Georgina Keenan, Cook Island's champion female dancer four years in a row. Special guests included Eni Faleomavaega, Member of Congress from American Samoa; Koki Nagata, Vice President for concert co-sponsor, Hawaiian Air; Auntie Sally Naluai, former PCC evening show kumu hula; and Center president, Les Moore, host of the evening's event. Melveen Leed's finely-crafted program of multi-national songs stirred the audience and complemented the skills of the Rarotongan performers in an energetic, up-beat program which provided insight into Cook Island cultural traditions.

CULTURALLY SPEAKING >>>



THE IMPORTANCE OF MAUI

Maui is a folk hero of the Polynesians with islands, special landmarks and seas named after him. He is an important figure in their myths, legends, genealogies and chants the stories featuring him providing storytelling pleasure, artistic inspiration and moral example.

Maui's renown extends over an area of about thirteen million square miles in the Pacific. He is described as neither absolutely good or absolutely

bad. He is less than a god, but more of a man; therefore, he can perform marvelous feats but is flawed as a serious god with trick-playing antics and capriciousness.

There is no one true Maui. He is a combination of a main hero figure, probably a very successful navigator-captain or priest-chief, and local heroes whose names and deeds were interchanged with Maui's for effect and prestige.

The Maui traditions

liken his feats to those of Thor, Hercules, Merlin, Ulysses and Osiris. They credit him with fishing up island chains, regulating the sun, controlling the wind, stealing fire, performing feats of strength, altering landscapes, founding dynasties, making useful inventions and killing fabulous monsters.

Maui best personifies Polynesia. His deeds have bridged the oceans between the islands, his life has brought understanding of human virtues and vices, his mana has linked the ancient past to the changing present, and his playfulness continues to uplift the daily lives of Polynesians.



Computer
CORNER

Tips for PCC - Changing Your Password

by Lei Cummings

Changing your personal PSI password is recommended every so often and can easily be done at any PSI menu by typing:

SYS-PASSWORD

You will then be prompted to:

ENTER OLD PASSWORD

ENTER NEW PASSWORD

VERIFY NEW PASSWORD

...PASSWORD CHANGED.

ENTER (RETURN) TO CONTINUE

Please note: It is recommended that you not use a password too obvious or short. A good length for a password is at least 5 letters in length.

'Olelo No'eau

Polynesian Proverbs
SAMOAN

Tuai tuai ta te maona mai

Long in coming but
satisfying when it comes.
Said of an oven of food
the size of which
accounts for the delay.

The lighter side of PCC...



"I don't care if you are the King, I need to see some I.D."

Cover Photo: August is Elvis Presley's birthday anniversary. PCC remained one of Elvis' favorite places in Hawaii. In fact, Elvis secretly visited the Center years after filming "Paradise, Hawaiian Style" at the Center in 1964. Our cover photo shows former PCC employee Sunday Mariteragi (wife of Theater Manager Raymond Mariteragi) on stage at PCC's Hale Aloha amphitheater with the "King".

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