



KA LEO O POLENIKIA

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PCC CELEBRATES 30-YEAR MILESTONE

The Center officially marked its 30th Anniversary on Tuesday, October 12, with cake, ice cream, and free t-shirts for all employees.

On August 25, 1963, the Church's Pacific Board of Education which spearheaded the organization which became the Polynesian Cultural Center, and selected Howard B. Stone as the first managing director of what was to become Hawaii's No. 1 paid-admission tourist attraction.

Six weeks later on a Saturday afternoon, PCC opened its doors to the world in opening ceremonies which featured a pre-concert by the Royal Hawaiian Band. The official cutting of the lei and dedication was given by President Hugh B. Brown, First Counselor in the First Presidency followed by an address of welcome by Wendell B. Mendenhall, Chairman of the Pacific Board of Education.

Cultural responses were given by Sidney Crawford (Maoris), Jacques Drollet (Tahitians), Charles Wolfgramm (Tongans), Manu Fatafehe (Fijians), Percy Rivers (Samoans) and Mary Kawena Pukui (Hawaiians).

The first tour of villages began at 4 p.m. followed by dinner and the premiere of a Polynesian program at 8 p.m.

PCC's 30th Anniversary celebrates the achievements of the world's most successful cultural theme park based on longevity and its guest participation. It has hosted more than 23 million guests since 1963.

In addition, the Center has

served as an employment base for over 26,000 college and high school students who have "worked" their way through school as part-time Center employees. Indeed, the Center has been a medium by which more than \$105 million has been channeled since 1963 in direct and indirect student grants, salaries and wages.

There have been many exciting activities leading up to the Center's 30th Anniversary year. This past summer the Center conducted its first major PCC reunion hosting over 800 alumni.

Despite the fact many tourism-related companies and businesses laid off employees in Hawaii's economic downturn economy, PCC gave its employees three pay increases in 1992. Everyone got some kind of increase except the PCC Officer Group.

Greater teamwork and unity were evidenced during the past year with many departments working together in a manner reminiscent of the Center's early years. For example, the Guides and Theater Departments regularly help Food Services by bussing tables.

The Center continues to reorganize itself to provide more effective and efficient leadership and increase productivity.

Focusing in on special events, the Center received excellent media coverage with activities such as the World Fire Knife Dance Championship and special features such as the "Wonder Woman" of the Cook Islands, Araipu Tutai Pukerua.

JOHN HOAG BIDS FAREWELL TO PCC BOARD

I was recently called to serve as Chairman and Chief Executive Officer of Hawaii Reserves, Inc. (HRI), formerly known as Zions Securities Corporation. This new corporation is designed to transfer the management of all non-church properties in Hawaii to a local board of directors.

Unfortunately, this new assignment has required my release from the PCC Board of Directors. (Hoag remains President of First Hawaiian Bank.)

It has been a great privilege to serve under the direction of Elder Dallin Oaks, Elder Joseph Wirthlin and the Quorum of Twelve Apostles over the last three years as the Chairman of the PCC Board's Executive Committee.

I was also enriched by the opportunity to work closely with President Les Moore. His example has uplifted all of us. It has been very rewarding to witness the growth of PCC's management, supervisors, full-time employees and student employees.

The Center has become much more than a tourist destination in developing and fulfilling its prophetic mission statement. It has also been my privilege to work shoulder to shoulder with Eric Shumway and Kalo Mataele Soukop on the executive committee. Their strengths and talents have helped me gain insights and brought new life to our Board deliberations.

Our association with President Alton Wade and all members of the BYU-Hawaii team has also forged a stronger bond between the two great organizations.

My tenure on the PCC Board has helped me prepare for the challenges and opportunities that face HRI. I

sense a real strength and unity in the new Board which is comprised of Don Hallstrom, Herbert Kaopua, Kapua Sproat and Sione Feinga; along with our Executive Vice President and General Manager, Lucky Fonoimoana, and Corporate Secretary, Jonathan Durrett.

In order for PCC and BYUH to grow and continue to positively influence millions of people, HRI must be successful in its mission.

Laie, as a community, has grown; and the demands on the community infrastructure has strained the limits of all of its systems. The rest of Oahu's communities are served by public facilities, principally by the City and County of Honolulu.

It will be HRI's foremost objective to work towards full public service to the Laie community. We will continue to value the constructive input from the community members, as well as balancing our solemn responsibility to the millions of tithe payers worldwide in being prudent stewards over the Lord's resources.

One of our first goals is to see to it that all remaining leasehold homeowners have an early opportunity to acquire their land in fee, if they wish to.

HRI has a very steep and precipitous mountain to climb, as we attempt to fulfill the vision for Laie prophesied by many of our leaders. I seek your prayers and support for the HRI Board as we undertake this awesome assignment.

Me ke aloha pumehana,

John A. Hoag

PCC CELEBRATES 30-YEAR MILESTONE

CON'T FROM FRONT PAGE

"We will continue to position the Polynesian Cultural Center to become the world's most complete participatory experience. Our mission is clearly set – we will share with the world the Center's uniqueness and fun-filled variety of entertainment. In doing so we want all our guests to leave our grounds filled with wonderment about this special place and its people.

"More importantly, we want them to return and experience once again the cultures, diversity, and spirit of the Polynesian people," said PCC President Les Moore.



PCC just before it opened on October 12, 1963. Note the Polynesian Show performers rehearsing in the Captain Cook Theater (now Hale Aloha).

PCC Promo Teams "On the Go"

PCC's promotional teams have been "on the go" the past several months. Leaving last week for Germany, Switzerland, and England were Adele Wirihana, Shonna Harris, Kathy Teri'ipaia, Tiare Vainerere, Bill Keni, John-Raymond Mariteragi, Raymond Magalei, Milton Kaka, Dallin Muti, Nga Vainerere, and Ellen Gay DelaRosa.

They were joined in Germany by PCC President Les Moore and Director of Sales Alfred Grace. They are a part of Governor Waihee's promotional effort "Aloha on Tour" trying to lure more visitors to Hawaii. The tour also includes DBEDT director Mufi Hannemann; Laie boy and Big Island Chef Sam Choy; Hawaii Visitors Bureau President Tom Sakata; and Miss Hawaii Crystal-Ray Aberegg.

An 11-member PCC Promotion Team also spent a week in August in Shenyun, Mainland China, performing at the Folk Arts Festival there before tens of thousands and a national TV audience of over one billion Chinese viewers. The group was led by Senior Vice president Les Steward. Included were David Tiave, Bill Tenney, Tiare Tehauri, Shonna Harris, Kehau Oleole, Kathy Teriipaia, Ardis Moliga, Tala Galeai, Dofi Faasou, Benny Kai and Eric Laufiso.

In September the following team returned from a week-long promotional in Costa Rica – Bobby Crowell, Junior Faumuaina, Tala Galea'i, David Tiave, Shonna Harris, Jerusha Wallace, Gareth Tupaia, Moana Allen, Lisiati Tovo, Dallin Muti, Geniel Sika, Diane Mauia, and Julius Skippis.

Eddie Stevenson, Sielu Avea, Alani Aho, Robert Tufuli and Alex Galea'i spent a week in London, England where they performed on national TV on the popular "Paul Daniel's Show" (similar to NBC's Tonight Show).

PCC Promotion Team Auditions

Auditions for part-time positions for the PCC Promotion Team will be held at the Pacific Pavilion backstage area on Thursday, November 18, at 9:30 p.m.

Auditioners should have dance experience in six Polynesian cultures – Maori, Hawaiian, Tongan, Samoan, Fijian and Tahitian. Requirements for those trying out also include looking Polynesian, having body weight commensurate with height, and long hair on women.

Auditions will be based on stage presence, poise, eye contact, coordination, energy, enthusiasm, appearance, and craft capability.

The PCC Promotion Team represents the Center on all local and international promo tours. Past promotional tours have included Japan, Korea, Europe, Costa Rica, Canada, China, key Mainland cities, and the Pacific.

EMPLOYEES ELIGIBLE TO JOIN SAM'S CLUB

PCC employees are now eligible to join Sam's Club, a members only wholesale warehouse with guaranteed low prices. Membership applications must be presented with a copy of a PCC pay stub, company ID or business card at the Pearl City facility. Yearly membership prices are \$26 for the primary cardholder and \$10.40 for the secondary.

For further information contact Maka Obina at Human Resources extension 3191.

KUDOS FOR KEIKI FESTIVAL

The 3rd annual Moanikeala Keiki Hula Festival at PCC's Pacific Pavilion filled the stage with charming and animated performances by some of Hawaii's top keiki halau's recently.

The big winner was Hokulani Derego's highly disciplined Halau O Hokulani, which received a cash prize of \$500. Second place winner, Kaulana Kasparovitch's Lehua Dance Company received \$300 and third place winner Carolee Nishi's Hula Hui O Kapunahala won \$100.

The prizes were presented by PCC President Les Moore. Cash ho'okupu's were given to all participating halau along with other personalized gifts donated by Etua Tehauri.

The festival is named after noted kumu hula Auntie Sally Wood Naluai (her Hawaiian name is "Moanikeala"), the original instructor for Hawaiian dance at the Polynesian Cultural Center. Naluai, now confined to a wheelchair, was present and honored during the event.

TAHITIANS & WILLIE K.

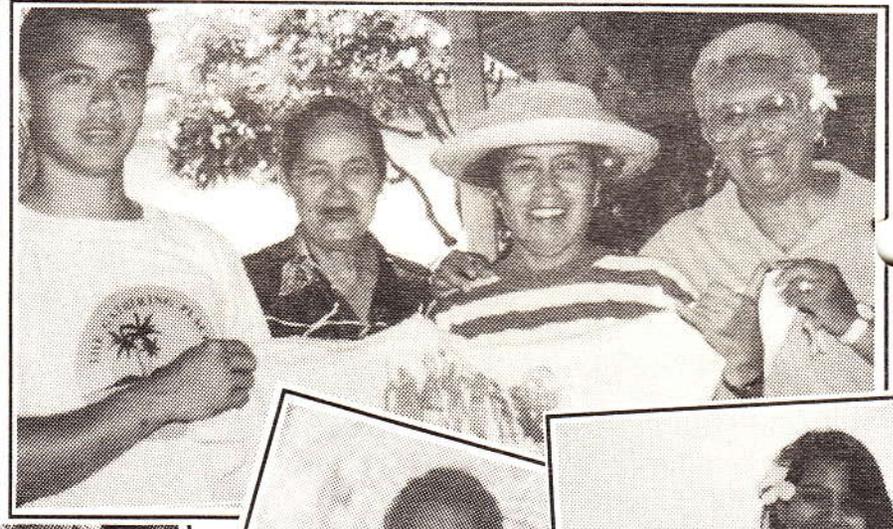
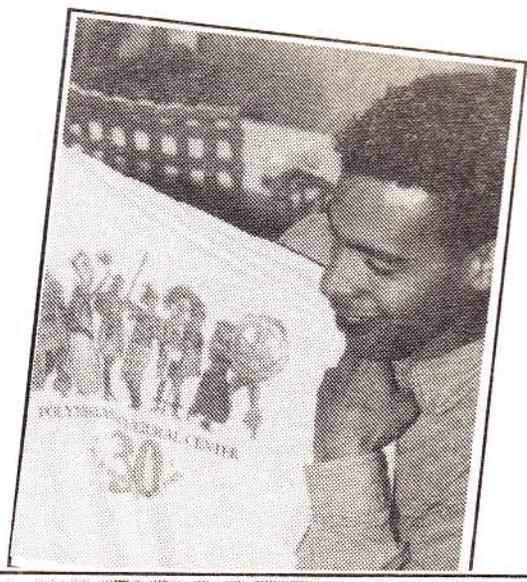
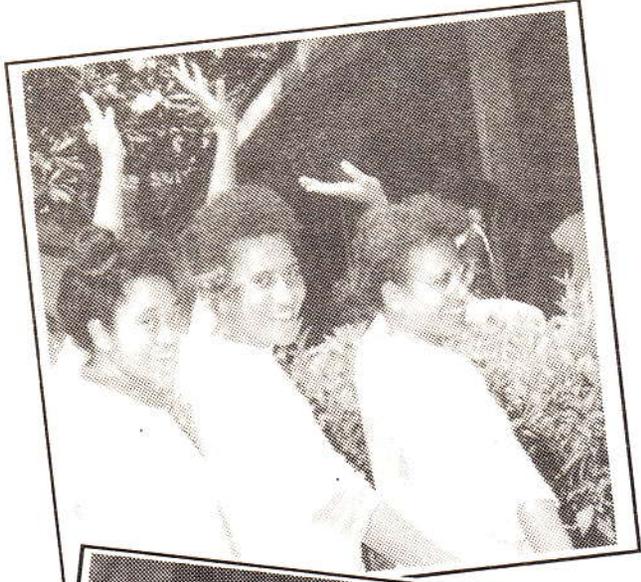
The Pacific Pavilion reverberated with the rhythm of Tahitian drums and echoed with the local beat of Willie K. during a recent Thursday night concert featuring "O Tahiti E" dance troupe, directed by Marguerite Lai from Tahiti.

The co-sponsors were Polynesian Cultural Center, Roberts Hawaii, Turtle Bay Hilton, Hawaiian Airlines and Polynesian Airlines.

Celebrating

With
Special

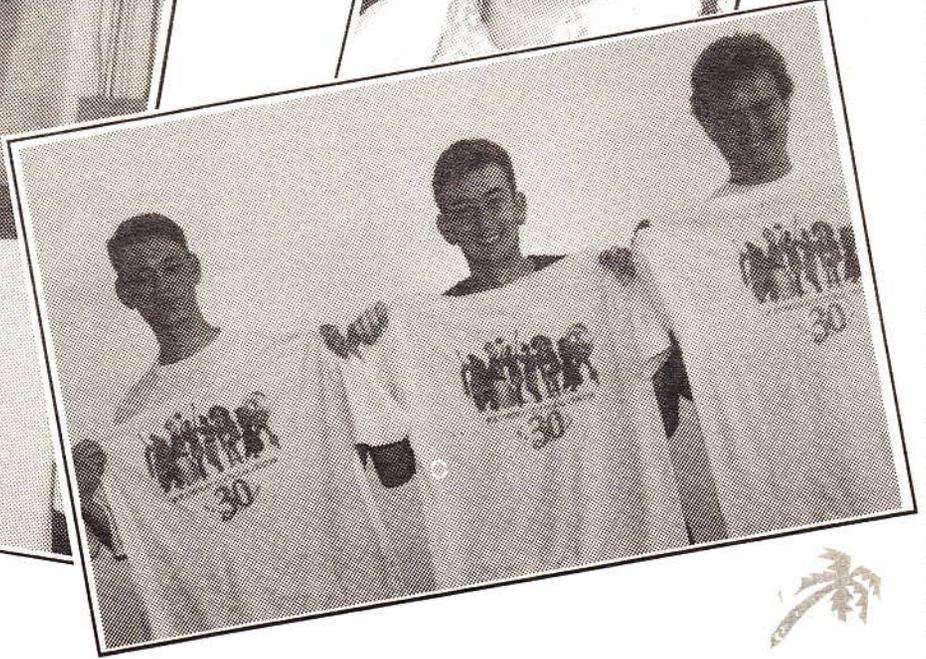
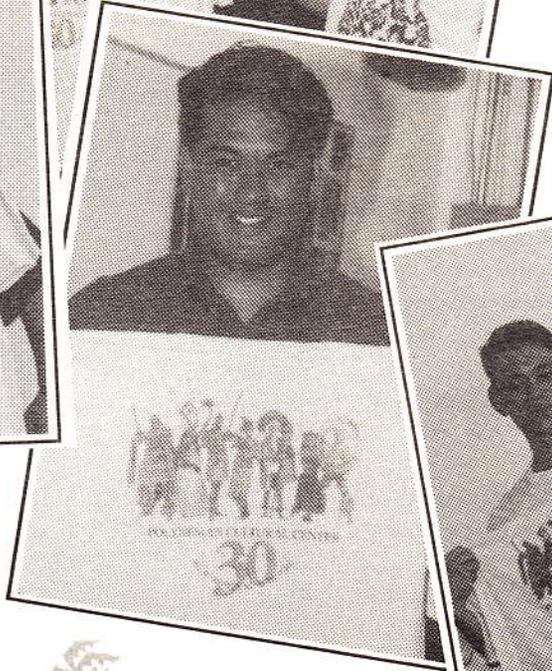
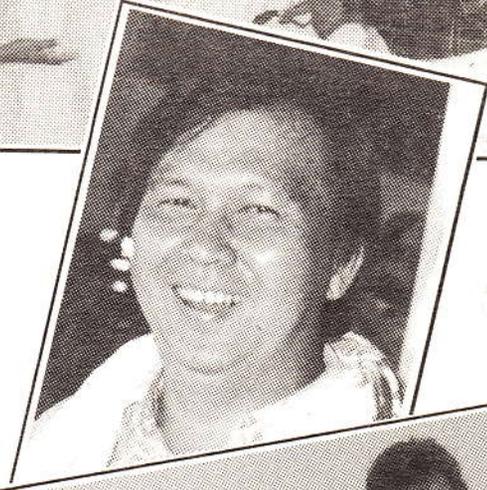
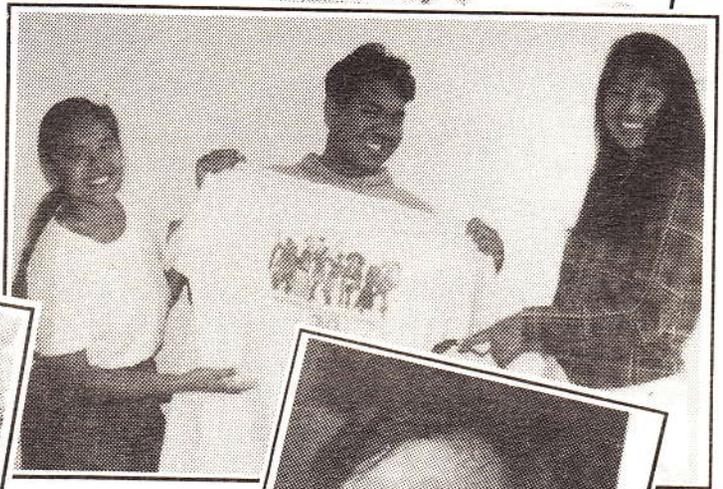
Aloha



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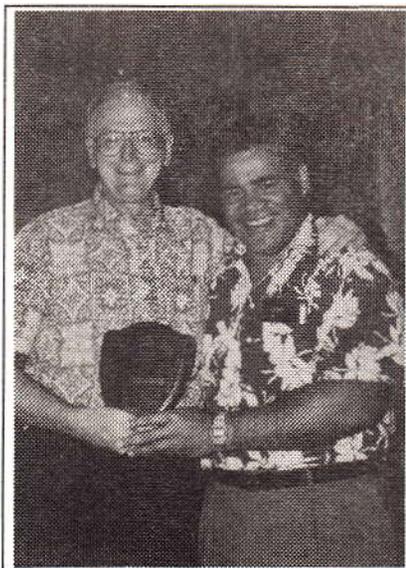
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DEVOTIONAL THEME: "Improve Internal Environment"

In PCC's last devotional, PCC President Les Moore appealed to Center employees to improve the internal environment of the Center through a rededication to customer service; a renewed focus on integrity and honesty through teamwork; and understanding the competitive nature of Hawaii tourism in a downturn economy.

"Our guests are too precious and too hard to get that we must provide a hassle-free environment for them and the highest levels of guest satisfaction in all areas of the Center," Moore counseled.



PCC President Les Moore was given a surprise honor recently by Lucky Fonoimoana, Executive Vice President of Hawaii Reserves, Inc., which now administers all Church lands in Hawaii. Moore was given a plaque honoring him with the Giraffe Award in recognition of having made Laie a better community "by sticking his neck out".

Aloha Oe to PCC Service Missionaries

In their farewell remarks at September's devotional, service missionaries Elder Tyrrell and Sister Lorraine Furse thanked the PCC ohana for the warm and sincere aloha extended to them during their 18-month mission to the Center.

Elder Furse, who served in the Physical Facilities department in preventive maintenance and Sister Furse, who served in the Mission Complex chapel and Administration Building guest services, said: "We will miss working at this special place, the lush foliage, the view of the ocean, the scent of plumerias, but most of all the beautiful people of Polynesia. We came to serve, but instead we were served and blessed by the people of Laie. Thank you."

Top Quality Entertainment at Aloha Concert

PCC's Aloha Concert held recently provided top quality entertainment from Hawaii's elite performers.

Featuring the Makaha Sons, Theresa Bright, Dale Beasley, the Lim Family, Halau Hula Na Lei O'Kaholoku, and Chinky Mahoe's Halau O'Kawaii'ula, the concert impressed the audience with beautiful harmony, exquisite dancing and inspired performances.

FIRST ANNUAL MISS ALOHA POLYNESIA CHOSEN AT PCC

In a Friday evening competition at the Hale Aloha consisting of seven participants, Kristen Kamae from Kaaawa emerged the winner of the Miss Aloha Polynesia title. After a required performance of a hula solo and a separate traditional dance from another Polynesian island group, Kamae received a cash prize of \$500.

Kathy Teri'ipaia from Hauula received \$300 as second place finisher. Penny Taosoga of Laie was the third place \$100 prize recipient.

Both the Miss Aloha Polynesia pageant and the Moanikeala Keiki Hula Festival were sponsored by the PCC and KINE FM Radio.

Each solo performer in both competitions received a hand-carved wooden pendant crafted by David Kawika Eskaran, PCC's Hawaiian master carver. These pendants were sponsored by Bishop Estate trustee Lokelani Lindsey. (Lindsey was one of the original PCC dancers under "Aunty" Sally Wood Naluai).

Both competitions were judged by separate panels of acknowledged kumu hula instructors. The event coordinators were Sunday Maritieragi, Bobby Akoi and Logo Apelu.



Kristen Kamae, Miss Aloha Polynesia

DRUMS OF POLYNESIA

Bits and Pieces...

Congratulations

...to the PCC drummers who won first place at the 1993 Kauai Tahiti Fete in the drumming competition. Those with the beat were: Group leader Jay Medeiros (Alumni), John Cummings (Theater), Lloyd Chandler (Theater), Halam Ah Quin (Maintenance Department), Julius Skippis (Theater), and Vise Vitale (Alumni).

New Arrivals

A musical welcome is extended to David Kammerer, the new bandmaster for the PCC Brass Band. He is from Allentown, Pennsylvania. He and his wife Beth are the parents of five children. She is the new vocal music teacher at Kahuku High.

PCC's new service missionaries are Elder Edgar and Sister Carrie Barber from Virginia. He is assigned as an engineer in the Maintenance Department and she to the Mission Complex area.

Welcome Back

Senior Vice President David Hannemann has fully recuperated from quadruple heart surgery and is back at work again.



And Condolences

Our heartfelt condolences to the families of two PCC employees – Joseph Hannemann and Kristen Zundell – who died in a tragic car accident September 28. Both worked in our Food Services department.

Special PCC Visitors

Poland's minister of tourism, Marek Paszucha... Graham Phillips, vice chairman of Ogilvy & Mather Worldwide – one of the largest advertising agencies in the world and has 124 offices in 48 countries ... Members of Western Samoa's national rugby team, "Manu Samoa" ... Three distinguished Cambodian guests included Chuch Phoeurn and Tan Chhom – vice chancellor and assistant director respectively at the Fine Arts University, Phnom-Penh; and Soeung Kong,

director of Foreign Relations, Ministry of Culture... A contingent of Pacific diplomats attending a seminar on contemporary Pacific issues at East West Center which included government directors, ministry secretaries and public affairs officers from Fiji, Federated States of Micronesia, Republic of Kiribati, Papua New Guinea, Tonga, Tuvalu, Vanuatu, and Western Samoa... Brigadier General Abu Kaisar Fazlul Kabir of the Bangladesh Army... Terrence Baker, New Zealand Consul-General.

New Night Show Video

PCC's night show "Mana, the Spirit of Our People" was videotaped recently in its entirety by Gary Smith of Island Post Production. Four cameras were used to fully capture the staging of the complete show. The new and improved video will be released in early December and will be made available to Center employees at a special rate.

Jilin Provincial Delegation Visits

A top-level nine-member delegation from Jilin Province in Mainland China recently visited the Center headed by Zhu Kang He, the General Secretary of Jilin Province.



Part of PCC's Civil Defense team pose with Paul Takamiya (center). Seated: Tasele Tiatia, Tofa Unga. Left to Right: Tony Haiku (Laie Civil Defense Representative), Dennis Westwood (Zion Securities), Vanu Fonoimoana, Leonard Peters (PCC Physical Facilities Manager) and Mila Malele.

Happy 2nd Anniversary

Congratulations to PCC President Les Moore who celebrated his second anniversary at the Center on October 11.

HANA HOU

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

CUSTOMER SERVICE: Challenging Your Way Of Doing Things

by Miller Soliai
Training Manager

All employees want to do things better. Each person must ask themselves if there's a better way for me to do my job and then do it.

Challenging the old ways of doing things means discontinuing non-productive ways of doing business. It means doing something creative that cuts out useless activities and focusing on every customer's needs.

Recently, an elderly lady revealed to a PCC Island worker in the Mission Complex she had a bathroom accident.

The worker responded perfectly and kindly escorted the woman to the restroom in the Employee Building. The visitor removed her soiled clothes and showered. She was given a lavalava to use while the worker washed her clothes at the PCC laundry. After they were washed and dried, the clothes were returned to a very grateful PCC guest.

The kindness, courtesy, and handling of this delicate and embarrassing incident by our PCC worker will probably be her most cherished memory of PCC to hundreds of her family, friends and acquaintances over the years.

There is a quote by Stewart B. Johnson which addresses the heart of challenges: "Our business in life is not to get ahead of others, but to get ahead of ourselves – to break our own records, to outstrip our yesterday by our today."

Challenges sometime come by way of letters from dissatisfied customers. The following was recently received by the Center:

My friend and I visited the PCC on July 3rd. What an incredible cultural experience! However, I left disappointed. First of all, I noticed people smoking outside of the designated areas. This rule was not enforced. My friend and I gladly did it for you.

Secondly, after we went through the buffet line there was no seating left. We walked around until we found a used table. No one had cleared off the dirty dishes. We were finally able to sit down and eat after rearranging the used dishes ourselves!

Finally, the night show was fabulous – I'm sure – but from the back row in the corner, I couldn't see a thing. At least some of the dancers turned to the side every once in a while.

*Thank you.
Kiersten M.*

Needless to say, the above letter has been responded to by the proper personnel in the most appropriate way. But what can Center employees glean from the challenges the correspondence addresses?

1. **Designated smoking areas:** It is important every employee who works at the Center know where all designated smoking areas are located. In addition, employees need to be constantly vigilant of guests smoking in non-designated areas. Making guests aware of proper procedures shows concern for their safety as well as protection of Center property.
2. **Tables not cleared:** Our Food Service personnel are trained to clear tables as soon as tables become vacant. However, there are occasions when a few tables cannot be cleared as quickly due to double show situations or very

large single-day counts. This problem is usually remedied with the assistance of our MPG and Foreign Guides. It is, however, important as employees to know they may be called on at any time to assist. Night show dancers, technical service personnel, management personnel, Ka Leo O Polenikia staff have in the past bussed tables, reset tables and served drinks when help was needed. Team work in times of need not only builds unity but also alleviates the long waits for tables by PCC guests.

3. **Night show seating:** Instructors consistently emphasize filling the whole stage and most importantly to spread out and look up at the audience members seated in isolated areas of sections 1 and 6. This allows all guests to see the performers' faces which makes for a much more enjoyable night show experience.

As we look ahead, we must challenge ourselves to rise to a new level of job performance and provide greater customer satisfaction for ALL our guests. Let's all strive to eliminate all guest complaints and it all begins with you...

In meeting the challenges of being Hawaii's top visitor attraction, the Polynesian Cultural Center needs the support of each individual who will begin his best efforts with the following words by Sir William Osler:

The best preparation for tomorrow is do today's work superbly well.