



KA LEO O POLENIKIA

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Tjapukai!

AUSTRALIA'S BEST ABORIGINE PERFORMERS EXCLUSIVELY AT PCC

PCC is featuring daily performances by Australia's most highly acclaimed aboriginal dance theater, Tjapukai, until Saturday, February 26. Consisting of seven performers, Tjapukai introduces a new performing culture never before seen in Hawaii.

Tjapukai started seven years ago in Kuranda near the Queensland city of Cairns. The program presented is especially formulated to entertain tourists, provide work for the young members of the clan and share a rich artistic tradition.

As in Polynesia, the dances performed honor nature and their cultural traditions.

The Australian aborigine culture is believed to have been around for 50,000 years, according to anthropologists.

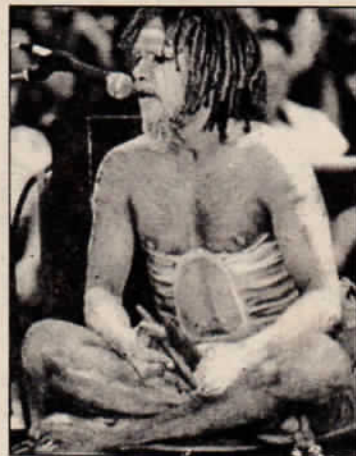
The fascinating performances feature the origin of the boomerang and its uses in hunting, the sounds of the didgeridoo and dances highlighting the cultural traditions of the aborigine people.

PCC employees may use their IDs to see the performances free from 5-6 p.m. in the Hale Aloha. PCC dependents under eight years will be free; eight and over will be charged \$5.

Tjapukai appeared at the Sheraton Waikiki last Saturday morning on the KSSK-Perry and Price Radio Show. This morning they appeared on KHON-TV's Channel 2 morning show with Leslie Wilcox and Howard Dashevsky. Tjapukai won the prestigious 1993 (Australian) Tourism Minister's Award as the best aborigine performing group in Australia.



Neville Hobbler imitates a crocodile



*Willie Brim chants an
Aborigine song*

DRUMS OF POLYNESIA

Bits and Pieces...

Special Visitors

Wally Pettit, President and CEO for Tom Thumb convenience stores . . . John Hayes, Vice President, Providence Journal Broadcasting Company (PJBC) accompanied by Doug Armstrong, President and General Manager, KHNL-TV (Fox 13) and KFVE-TV. Included were station presidents from 10 other TV affiliates of PJBC, a major news media conglomerate in the U.S. . . . a party of 65 people with the "No Hope in Dope" drug program included 14 NFL athletes, members of Athletes in Action and Honolulu Police Department representatives. . . . Dr. Rosemary Cunningham, Director of the Medical Staff for McStarlite Company . . . Dan



McMullin, President and CEO for Mini-Mart . . . Ron Moranville, Deputy Scouting Executive for National Boy Scouts of America.

Moore Receives

Honorary Alumni Award

At the Founder's Week Fireside last Sunday, PCC President Les Moore received an honorary alumni award presented by BYU-Hawaii President Alton Wade on behalf of the Alumni Association.

Taurua Mariteragi Retires

PCC Tahiti Island worker.

Taurua Mariteragi retired recently from the Center after 17 years.

"Your contributions will not be forgotten," Tahiti Island Manager Mahana Pulotu told Mariteragi.

"You will be remembered for your reliability and ability to serve PCC guests on behalf of the Tahitian people."

PCC Senior Vice President

David Hannemann expressed the appreciation of the Center: "You have been a people-pleaser and your kind loving face will be missed at the Center. Thank you for making our guests feel good in your presence."

"I just plan to enjoy my family and live the rest of my life happily," Mariteragi said.

Maoris Reaffirm

Love and Unity

PCC's New Zealand held its annual Cultural Day devotional several weeks ago.

The messages expressed by the 17 speakers included respect for protocol; learning and understanding Maori culture; and the responsibilities of customer service.

Cultural Islands Director Logo Apelu urged those in attendance to show pride in their cultural heritage, extend and provide all-guests quality performance and customer service excellence.

New Zealand Island's Manager Colin Shelford promised continuing unity and cooperation with greater love and respect for each other.

"This village belongs to all of us and we must do our best to maintain its integrity and goals."

SAFETY TIPS

STOP! Do you have all the safety equipment to do your job - safety goggles, back brace, proper footwear, etc?

LOOK! Is your work area free of safety hazards - coconut leaves, greasy floors, machines still turned on when not in use, etc?

LISTEN! Do you know all the safety rules pertaining to your work area? Your safety meetings with your supervisors should provide you effective safety standards for a safe environment.

Dear Mr. President:

I thank you very much for your letter and appreciated the way you treated my claim.

As I am working in the travel industry, I know the importance of customer comments. This is the only way to improve services and getting information about 'weak points'.

Please know I will now keep the Polynesian Cultural Center in good memories and will pass them on to Hawaii-bound visitors whenever possible.

Once again many thanks for the gifts (video and cassette tape).

Ernst Gartner
Hamburg, Germany



HANA HOU



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

THE SEVEN SINS OF SERVICE.

by Miller Soliai
Training Manager

With all the service businesses in Hawaii today one would think almost all of them would pay close attention to the quality of their service.

However, as the many complaint letters received by these companies will attest, this is not the case. Mediocrity is the byword; in other words getting by with little or no attention to the customer's needs and expectations. Even here at the Polynesian Cultural Center, the #1 paid tourist attraction in the State of Hawaii, we too often allow mediocre quality to creep into our service performance.

**"The pursuit of mediocrity
is always successful."**

Karl Albrecht

If we were to compile a list of things our guests consistently complain about, we would see there are only a few things that truly upset our guests on the quality service we provide. These same complaints appear over and over again. If we were to examine these complaints even further, we would see they tend to fall into a few basic categories. See if these categories apply to you:

1. **Apathy:** An "I-just-don't-give-a-care" attitude on our part towards our guests, or an impression conveyed to the guest, "DIRLLIC," or "Do I Really Look Like I Care?" We need to remind ourselves our jobs are to serve rather than stand around looking bored.
2. **Brush-Off:** Trying to get rid of guests by brushing off his or her need or problem; trying to "slam dunk" the guest with some standard procedure that doesn't solve the problem

GOING THE EXTRA MILE

DAVID BRAZZEAL
Multi-purpose Guide

Earlier this month, a guest arrived needing assistance with laundering his clothes after an embarrassing accident. David overcame his own personal reactions to the situation and *volunteered* to help the man clean himself up, get his pants washed and dried by our laundry personnel. He delivered the clean clothing to a very grateful guest who continued his day at the Center in comfort.

Editor's Note: A special acknowledgment to Delsa Moe, Guides and Reservations Manager, for the immediate response to Ka Leo's call for items for the "Going the Extra Mile" column. I would like to encourage all other department managers and supervisors to share motivational stories or experiences of their ohana.

- but lets the employee off the hook for doing anything special for the guest. An example would be the employee who is standing around waiting for their shift to end who says, "This isn't my department," when the guest asks for help or assistance in finding something.
3. **Coldness:** A kind of chilly hostility, curtness, unfriendliness, inconsiderateness, or impatience with the customer that says, "You're a nuisance; please go away."
4. **Condescension:** Treating the guest with a patronizing attitude. We sometimes do this by talking down to our customers, especially those who may be disabled, of a different cultural background, etc.
5. **Robotism:** These are PCC employees who show a mechanical almost robotic way of servicing our guests. A variant of this is the smiling robot who gives you a permanent "star" smile, but you can tell the focus is elsewhere.
6. **Rule Book:** These are the employees who put the organizational rules above customer satisfaction taking no initiative to make exceptions or use common sense.
7. **Runaround:** "Sorry, you'll have to call or see so-and-so. We don't handle that here." We see this sin every day both with internal and external guests. For example: Reservations may tell our guest the gatekeepers will take care of it; they in turn direct the guest to the guides to handle the problem; from there the guest is sent to the Islanders who redirect the guest back to Reservations to take care of it.
Life, like the Seven Sins of Service, only has so many plots, and if you observe long enough you'll see most of them acted out. For a personal exercise, pay attention to the service episodes you experience for about a week in your day to day activities such as shopping, going to the bank, or eating at a restaurant. See how many times you get less than quality service. When you do, see which of the Seven Sins of Service you've been subjected to.
At work, discuss with your immediate team the Seven Sins of Service and see what you and your team can do to make sure they are not guilty of them.

Source: Karl Albrecht
At America's Service