



KA LEO O POLENIKIA

Ka Leo O Polenikia
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Executive Editor
Reg Schwenke

Editor
Rubina Forester

Design & Printing
BYUH Press Services

PCC Officer Group
Lester W.B. Moore
T. David Hannemann
John Muaina
Reg Schwenke
Les Steward
Larry Yuen

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CALENDAR

March 19-24
Spring Break

March 26
Canadian/Scottish Dance Team
Gateway Restaurant Courtyard
6:00 - 6:30 p.m.

April 9-10
Sterling Scholar Finals

PCC HOSTS CHURCH & HRI LEADERS

The Center recently welcomed two general authorities and the advisory board for Hawaii Reserves, Inc. Elder John H. Groberg of the First Quorum of the Seventy and Presiding Bishop Robert D. Hales and their families were hosted with a special tour, program and dinner along with members of the Hawaii Reserves Inc. advisory board: David Jensen, Wayne Facer, Floyd Moon, Ted Simmons, and their wives. Hawaii Regional Representative Elder Donald Hallstrom and his wife also attended.

The colorful gift presentations by the seven islands of Polynesia was held on Samoa's malae. Short dance presentations, chants and traditional speeches expressed the hospitality and aloha the islands of Polynesia are known for.

In his remarks, Bishop Hales expressed heartfelt gratitude on behalf of Elder Groberg. "It is evident this is a gathering place of the isles of the sea," Hales said. "I feel the presence of the Spirit here and I want to express appreciation to the Center and BYU-Hawaii. I know one would not meet the mission envisioned by the brethren without the other.

"I observe everyone here understanding their roles – culturally and church-wise. I bless you to go



Elder John H. Groberg, First Quorum of the Seventy and Area President

forward armed with the knowledge of your mission and objectives," Hales said.

Bearing his testimony, Bishop Hales quoted President Spencer W. Kimball who said: "It is not enough to know but do."

Entertainment was provided by the BYU-Hawaii Chinese and Korean clubs which featured a lion dance, fan dance and choirs singing "I am a Child of God" in their native and English languages.



Presiding Bishop Robert D. Hales

THE SPIRIT OF THE POLYNESIAN CULTURAL CENTER

Sophia Nobre
Guides Department

"I was an Ambassador program guest along with two friends in February. We were escorted by a very lovely young woman by the name of Sophia from Uruguay.

I am writing to tell you how much I appreciated this beautiful, delightful young woman. What a superb representative of BYU-Hawaii and what an exceptional ambassador for the Center! That afternoon was shrouded by a torrential monsoon downpour. Sophia took little notice of the weather and did an outstanding job of escorting us through the villages. She was a pure joy to be with and absolutely made our visit to the Center one that we will never forget."

John W. Schumacher
Staff Chaplain
Fort Lewis, Washington

PCC Hears Deaf Appeal

A group of eight deaf people came to the Center and were unhappy from a misunderstanding that occurred from the outset. They had to leave by 4:30 p.m. and were supposed to have dinner before leaving. The problem was PCC begins serving dinner at 4:30 p.m. Alofa Magalei, Becky Lei and the Gateway staff accommodated the group and they left as scheduled, happy and satisfied after their dinner. Their parting compliment was: "This was a wonderful and most memorable experience."

Marge and Barney Christy

"We just had to write and tell you how much we loved the Polynesian Cultural Center and meeting and speaking with Marge and Barney Christy about New Zealand, the history of the Polynesians and about their work and lives. We regret we never took a picture with them as a remembrance.

"We would like to thank both of them for such a memorable day. God bless you."

Joann, Bob and Marguerite Corvini
St. James, New York

From our Mail Box

"Thank you very much for sending my wallet. I was so surprised that it was found. I had a very good time in Hawaii. You've been more than kind and I won't ever forget it. Thank you again from the bottom of my heart."

Junzaburo Nakano
Tokyo, Japan

"Thank you for letting us attend your park! I really want to go back soon. I'm not ever going to complain about not having a Disneyland cause the Polynesian Cultural Center is just as fun almost.

"P.S. I'm definitely coming back with my mother and family."

Farelle
Nanakuli Intermediate

"I was so happy to receive a reply to my letter so soon. Thank you for the books. It was interesting to read about the Polynesian Cultural Center and how it came about through the Church of Jesus Christ of Latter-day Saints. It was so great to know that there is a place like PCC to preserve our wonderful cultures of Polynesia."

Jesamine Suli
Fairfield, Australia

"I would like to extend to the Polynesian Cultural Center our thanks for your participation this year in the Fourth Annual Christmas Tree-Cycling Project. Thanks in part to your support, over 52,000 trees were recycled, making it the most successful year to date.

"We are proud of the project and I hope you are, too, because without your partnership the project is not possible. Thank you again, and from all of us who organize this project, our best wishes for a successful 1994."

Chris Summers
Project Coordinator
Hawaii's Annual Christmas Tree-Cycling Project

DRUMS OF POLYNESIA

Bits and Pieces...

Special Visitors

There were 120 employees of Coca Cola from Great Britain who enjoyed a special dinner under a festively-decorated white tent at the Mission Complex marae...**Stuart Ho**, Chairman of Gannett Pacific (owners of The Honolulu Advertiser) and Capital Investments...**Governor John Ashcroft** of Missouri visits PCC today.



Documentary Unveiling

An unofficial unveiling of the 50-minute documentary "Fakapangai:

Within the Circle of the Sovereign" took place recently in the BYU-Hawaii President's conference room. The event was attended by the university's administration, PCC Officer group, Institute for Polynesian Studies representatives and those involved in the project.

"Fakapangai" documents the royal kava ceremony last July when PCC President Les Moore was invested the chiefly matapule title of Mafi Fakapotu from His Majesty King Taufa'ahau of Tonga.

Sterling Scholar Proceeds to Final Stage

Sixty-five semi-final judges for the Sterling Scholar Award Program selected 65 state finalists in 13 different subject categories on Saturday, March 5, at BYU-Hawaii.

The finalists represented 31 public and private schools and were chosen from a field of 284 nominees. They will be vying for a total of \$95,000 in awards.

The judges consisted of Department of Education personnel, private school teachers and community leaders and business leaders.

The Sterling Scholar program was developed in 1987 by PCC. The title sponsors include PCC, First Hawaiian Bank, DFS Hawaii, the Honolulu Star-Bulletin and KHNL-TV (Fox 13).

Supporting sponsors include Aloha Airlines, BYU-Hawaii, Clarence Lee Design, James E.T. Koshiha, McNeil Wilson Communications, Ogilvy and Mather-Hawaii, Pizza Hut, Roberts Hawaii, Rodeway Inn Hukilau Resort and the Schiller Group.

At press time, eight exclusive category sponsors were committed: Bank of Hawaii

– General Scholarship; McCully Shopping Center – Mathematics; Duty Free Shoppers – Business Education and Foreign Language; Hawaiian Electric Company – Science; Bishop Estate trustee Lokelani Lindsey – Hawaiian; Hawaii's First Lady Lynne Waihee – English; Wimberley Allison Tong and Goo – Industrial Arts.

Chuck Higgins, a semi-final judge from the DOE in the most prestigious General Scholarship category expressed praise at the talent in the 33 portfolios he and four other judges studied.

"We were absolutely impressed with the qualifications of each nominee. The students had everything – academics, leadership, service, top-knotch experiences and skills. The rigorous scholarship evidenced in each portfolio made choosing the five finalists and alternate extremely difficult," Higgins said.

State Sterling Scholar Coordinator Delsa Moe added, "It is clearly evident both public and private schools are providing excellent educational training and leadership for those students who want to excel.

"One father took a day off work to personally deliver his daughter's portfolio to PCC from Maui," Moe said.

The program falls under the overall supervision of PCC Senior Vice President, Reg Schwenke, who developed the program for PCC in 1987 – based on a similar program in Utah.

The Center's Sterling Scholar Award team is gearing for the finals to be held at PCC and BYU-Hawaii on Friday and Saturday, April 8 & 9. The General Scholarship winner will receive \$8,000. The other 12 category winners will receive \$4,000. Twenty-six runners-up will receive \$1,000. Twenty-six non-placing finalists will receive a \$500 U.S. savings bond.

The KHNL (Fox 13) live taping of the broadcast of the Sterling Scholar Awards ceremony will be held in the Pacific Pavilion on Saturday, April 9, at 10 a.m.

The television co-hosts will be Hawaii's First Lady Lynne Waihee and KCCN radio personality Brickwood Galuteria.

Employees and their families are invited to attend the taping. The 90-minute broadcast will be aired Sunday, April 10 at 5:30 p.m.

Entertainment for the Sterling Scholar broadcast will feature top high school talent from around the state.



HANA HOU



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

ASKING THE RIGHT QUESTIONS:

HOW TO HELP GUESTS FIND OUT WHAT THEY WANT

by Miller Soliai
Training Manager

I would like to share an exchange overheard recently at PCC's front entrance.

A guest appeared confused while trying to decipher all the different tour packages offered. He was approached by a PCC employee who asked: "Have you been to the Polynesian Cultural Center before?"

The typical question, "May I help you?" was not asked. Consequently, the guest didn't give the standard response, "No, I'm just looking," as most people do when sales or service people approach customers with that worn out question that reveals their lack of training.

"No," replied the guest.

"Great! Why don't I help you find out for yourself what we're all about. I would be more than happy to explain the various packages we have to offer. Are you traveling alone or are you with a group?"

"I'm with my wife and three children."

"How old are your children?"

"They're 18, 15, and 13 years old."

"Were you planning to stay the whole day or part of the day?"

"Actually, I didn't know there was that much to do here. Could you tell me what my options are?"

"I'd be more than happy to. All five of your family will enjoy any of the available packages..."

This employee proceeded to sell this family the Ambassador Package. Later he

followed up to make sure they enjoyed their stay here at the Center. They, in turn, responded they had a great experience because this employee took the time to really address their needs.

This employee knew his objective – to help this family select the right package that would fulfill their expectations of the Polynesian Cultural Center. He portrayed trust and interest and his recommendations as to what package to purchase were accepted by the guests.

This customer-focused approach is a technique which identifies the real needs of guests. The following suggestions, when applied, will provide every employee the knowledge to ask the right questions and find out what customers really want.

First, understand our guests don't really care about our product or service! Rather they are interested in what our product or service will do for them – the end-result benefits and will they help make them be happier, healthier, or wiser.

At the Center, guests visit not just to see hula performances or coconut husking demonstrations. They come for the experience of being able to immerse themselves in hands-on Polynesian cultural experiences.

They do not just go to the Gateway, Alii Luau and Ambassador Dining just to satisfy their hunger with food. They go because they desire a certain atmosphere and decor, want to taste unique food, or experience different food customs.

Here are three tips to help our guests identify their needs at PCC:

1. Ask, "How may I help you?"
2. Find out why they came in or contacted you.
3. Ask open-ended questions to further understand their needs.

Remember, people have different needs and when those needs are met, they will return in the future. This is what our guests are looking for:

- To feel important with every employee contact.
- To feel comfortable and non-pressured.
- To have our undivided attention.
- Don't judge them by their ability to buy whatever is being sold to them.
- For employees to focus more on them than on their work activities, rules or schedules.
- For employees not to ignore them in favor of someone whom they may think will buy more.

Sourcenote: Ron Willingham, "Hey I'm The Customer"

SAFETY TIPS

Lifting

STOP! Put a brace on as required to prevent back injuries. Don't try to lift more than you are capable of.

LOOK! Is the pathway clear and safe to where you want to move the object? Is the object securely anchored before you let go of it?

LISTEN! Know the proper methods of lifting – use the legs not the back.