

# KA LEO O POLENIKIA

Ka Leo O Polenikia  
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## PRESIDENT'S MESSAGE

I would like to take this opportunity to recognize our team. You have made significant contributions to the Polynesian Cultural Center and I congratulate and thank you. In the past two years, we have completed or improved in the following areas:

1. New Mission Statement.
2. New strategic planning process.
3. Increased sales after four consecutive years of decrease.
4. Dramatic increase of employee participation in the planning process.
5. Significant increase in market share.
6. Stronger and healthier financial performance.
7. Implemented several salary increases after four years without an increase.
8. Increased and upgraded training programs.
9. Executed new capital improvement projects.
10. Made important improvements in the quality of our products – Entertainment, Food Services, Operations, Marketing, Sales, Human Resources, Guest Services, Accounting and Corporate Communications.

All this was done during an economic downturn.

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## CENTER SPONSORS HALAU TO MERRIE MONARCH FESTIVAL

*Hula Halau Napuananionapalionakoolau*, under the leadership of PCC kumu hula Sunday Mariteragi, Keith Awai and Ellen Gay Delarosa, is representing the Center next weekend at the Merrie Monarch Festival. PCC is sponsoring the group. Lupe Funaki is the sole female performer and will be competing in the Miss Aloha Hula solo competition. She will be performing both her kahiko and auwana number. In 1986, Lupe won the prestigious Miss Keiki Hula under the same halau.

Six of PCC's best male performers will be dancing in the Kane Division as *Hula Halau Namakanaonapalionakoolau*. They are David Tiave, Raymond Magalei, Jon-Raymond Mariteragi, Bill Tenney and Roy Evans of the PCC Promo Team and Hans Mortenson, a night show dancer.

Accompanying the group will be Senior Vice President Les Steward, Special Events chairman Logo Apelu, musicians Dallin Muti, Geniel Sika, Raymond Mariteragi and Ellen Gay Delarosa. Simi Niumatalolo will travel as the group's cook with Kalani Kanahale as the special haku weaver assisted by Diya Jonassen.

"We are proud to be representing the Polynesian Cultural Center and we promise to exemplify the Polynesian spirit of love, dignity and excellence," said Sunday Mariteragi.

PCC president Les Moore added: "We know our halau will be proud ambassadors for the Center and our community".



*Merrie Monarch Dancers: Hans Mortensen, Roy Evans, Bill Tenney, Kumu Hula Sunday Mariteragi, Jon Raymond Mariteragi, Kumu Hula Ellen Gay Delarosa, Lupe Funaki, Raymond Magalei and David Tiave.*

# THE SPIRIT OF THE POLYNESIAN CULTURAL CENTER

## Mitchell Chase Jarvis Gateway Restaurant

Mitchell Chase Jarvis, outstanding Employee of the Month from the Gateway Restaurant, was cited for perfect attendance since his hiring, team spirit, his commitment to hard work, and his positive, friendly, helping attitude. He is a BYU-Hawaii student majoring in Business Management. His personal motto is to "study hard and play hard."

## Dofi Faasou PCC Musician

Some weeks ago Dofi asked Museum Stores if she could take 20 copies of our new Night Show video to sell at a Lamanite Generation appearance in Utah.

Dofi returned this week, having sold out all the tapes. She said she could have sold more. She didn't have to do this. "but all of us who work with Dofi or have been on promo with her know that's how she does everything," said Mike Foley, Director of Retail Sales.

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## President's Message

I shared with you the PCC's 10 year (1993-2002) Strategic Long Range Plan at our last State of the Center meeting and received excellent feedback from you. However in 1994, I want us to focus on three areas:

1. Every team member should know and understand the 1994 Objectives and, when necessary, make changes to achieve the desired result.
2. All team members to be certified in the strategic planning process.
3. Quality and safety to be a part of everyone's responsibility.

Jeanie joins me in expressing our heartfelt prayers in your behalf.

*President's Message will appear in all future issues of Ka Leo and Imua Polenisia.*

## *From the PCC Mail Box*

"Thank you for your hospitality at the PCC. The show was every bit as spectacular as I remembered it years ago, and the canoe ride was a real treat. You have something very special and wonderful at PCC - and it shows in everyone's attitude!"

Stuart Ho  
Chairman of Gannett Pacific (Honolulu Advertiser owner)  
& Capital Investment, Inc.

"Thank you for letting us come to the Polynesian Cultural Center. I really really like it over there and I hope on spring break I can go over there again... I like the IMAX best when the little boy killed the wild pig... I liked it when some people sang and then hula dancers came out on a platform canoes that was a nice show... I liked Fiji because we got to bang bamboo on the ground and learned a new song... I like Tonga because I learned that tapa takes about 2-3 months to peel, pound, patch, design and color... I like the boat ride because you get to look at all the places... Thank you again. I really, really enjoyed it. I will probably come back."

Second Graders  
Kamehameha Schools

"The Polynesian Cultural Center was the highlight of our visit. The evening show was spectacular. While some of us think we walk through fire at work, it is nothing compared to the Samoan talent you have entertaining the audience."

John Hayes  
Vice President  
Providence Journal Broadcasting Corp.

"Thank you very much for hosting Governor John Ashcroft and his wife, Jane, Tom and Linda Fowler and Steve Ridgeway for lunch and the special tour of the Polynesian Cultural Center... It was the only day they spent on Oahu as they left that evening for Hilo. Since the Governor's/Mayor's Prayer Breakfast took up nearly half of the day, their time with you was basically the only thing they had time to do on Oahu. They enjoyed a marvelous time with you and they were very impressed with your gentle and gracious spirit."

Morris T. Takushi  
Program Chairman  
Governor's/Mayor's Prayer Breakfast

"I just want to say thank you for putting on a great show and making our field trip very enjoyable... I thought about something that would make PCC more interesting and exciting for kids who are on field trips. (I suggest) more activities like the canoe rides, and a couple of plays might make PCC more interesting."

Sheree Morris  
Nanakuli Intermediate

# DRUMS OF POLYNESIA

## Bits and Pieces...

### Special Visitors

**Sharlene Johnson**, travel editor for Ladies Home Journal magazine with circulation of over one million copies every month... **Mau Piailug**, navigator from Satawal Island, Micronesia, who sailed on the first and second voyages of the "Hokulea"... **Hector Busby**, Maori navigator and builder of the New Zealand voyaging canoe "Te Aurere"... **Viliame Volavola**, President of Fiji Suva Stake... **Steven Covey**, renowned LDS speaker, motivator and author...



PCC Physical Facilities Manager **Leonard Peters** commended the group's efforts eliminating weeds, cleaning the lagoon, trimming plants and washing down walls. "These young people learned an important lesson in that it is fun and fulfilling working for something they want."

### Scottish Dancers "Highland Fling" At PCC

The 15-member troupe of the Stave Falls Scottish Dancers of Vancouver, Canada presented crowd-pleasing performances last Saturday at the Gateway Restaurant Courtyard and between our double-show performances. The group has performed internationally including appearances for Queen Elizabeth of England and the Pope. They return to perform today and tomorrow.

### One Tovo Appears on "Byrds of Paradise"

One Tovo, one of PCC's three main knife dancers, appeared last week on the new KITV series "Byrds of Paradise". He played a student at the Palmer School who auditions for the band one of the main characters tries to form. He performed a short fire knife dance.

### Happy Birthday Mr. President

The PCC Officer Group and Management Team recognized PCC President **Les Moore** on his St. Patrick's Day birthday. After blowing out the candles on his birthday cake, a breathless Moore was presented festive balloons with one bearing the message: "Golden Oldie".

### Youth Service Project a Success

Over 65 teenage problem youth from the Kalihi area, sponsored by Adult Friends for Youth, conducted a clean-up service project at the Center March 24. After their hard work from 8 to 12 noon, they were treated by the Center to complimentary admission and "Mana" night show.

### The Memory of Nao Nishihara Honored

The Polynesian Cultural Center memorialized **Nao Nishihara** who apparently drowned February 12 in the PCC lagoon. A special plaque and a tree was planted in her honor by PCC maintenance staff. Located next to the main bridge to the Pacific Pavilion, the plaque is inscribed with her name, date of birth and date of death. The *Jatropha pandurifolia* tree, which bears pinky-red blossoms, is commonly called the "Hawaiian cherry blossom".



## CALENDAR

**April 1-2**

Stave Falls Scottish Dancers  
7:00 p.m. Pacific Pavilion

**April 9-10**

Sterling Scholar Awards Finals

**May 7-14**

World Fire Knife Dance  
Competition & Samoan  
Arts Festival



# HANA HOU



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

## LISTENING TO CUSTOMERS

### How to Understand their Needs

by Miller Soliai  
Training Manager

"When you get good at listening to people, you'll tower above others who try to get your customers' money."

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

When guests arrive at the Center, every employee must take the time to really listen to their needs. Listening isn't just hearing. It is also understanding feelings and emotions. It is picking up subtle voice inflections and meanings, observing what people do with their hands and eyes, and interpreting the way they use body language with their words. As one professor on interpersonal communications once said, "Each person we meet has a common need for us to listen to how they feel!"

Last week I observed one of our guests frantically looking at his brochure. He seemed to be lost. I also observed within 20 feet of him four PCC employees, three of whom were chatting with each other nonchalantly, with the other merely standing around smelling a flower in his hand.

I decided to wait 30 seconds to see what would happen before moving in to assist the guest. The employees glanced over in his direction and continued their conversation. Just as I

was about to step in and help, one of our maintenance people who was farther away taking care of her area also observed the guest's dilemma, and walked over to help. She approached the guest with a smile and said, "You look like you're having a hard time with that handout. Let me see if I can help you. What are you looking for?"

The guest replied he couldn't quite understand the brochure map layout and was confused as to which way he should be heading. The Center employee listened patiently. She not only showed him how to read the map, but pointed him in the direction. Sensing the guest was still feeling hesitant and unsure, the employee proceeded to walk the guest to the Samoan Islands. Here was a great example of listening to how our guests feel.

Why was this employee able to listen effectively while her colleagues, who were much closer did not? What got in the way of effective listening? **Mainly preoccupation.**

**Preoccupation** is thinking about something else while you are supposed to be listening to someone. It's allowing your own feelings, biases, or problems to distract your thoughts and screening out what our guests are trying to tell you. It is inhospitable behavior towards our customers who paid for and demand our attention and help.

Listening gives employees the opportunity to increase customer service. It fosters the customer's confidence, belief in your product, an atmosphere of acceptance and friendliness and a sense of being at the right place at the right time. Listening is just about the most powerful form of persuasion.

An effective way to increase listening skills with every guest is as you listen, silently say to the guest, "It is important for me to understand you. I want to understand your needs or wants. I want to solve your problems because I know when you're happy and satisfied, you'll come back. Nothing else is going to distract me because once you've achieved the highest level of customer satisfaction, I know you'll tell others. Then we'll be more successful."

The attitude of listening requires commitment. It is a commitment every Center employee should embrace. Not only will it help to increase our sales, but also each individual employee with their interpersonal relationships in the workplace and home.

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

## SAFETY TIPS

### During performances

**STOP!** Don't get silly or careless. Be professional. Follow the routines you've been taught.

**LOOK!** Watch where you're stepping. Be observant of any hazards such as cords in your path, lights not in their usual places, slippery floors, misplaced objects, etc.

**LISTEN!** Are you on cue? Are you following the correct instructions? Report any safety hazards immediately or right after the performance. Are you wearing the proper costume?