



UPDATE '85

Update Friday, January 18, 1985



1984's Premiere Guest

Sir James Has The Ticket

PCC HONORS ONE MILLIONTH VISITOR

1984 - Our Best Yet!



What a GREAT year we have had! 1984 was a milestone for the Polynesian Cultural Center. During this year we improved and refined ourselves in many ways, and saw some important honors bestowed upon the Center. Probably one of the most important events in the Center's history occurred in January of 1984 when Premier Zhao Zyang of the Peoples Republic of China made his visit to the United States and stopped first at the PCC. This visit brought us a great deal of national and international recognition and exposure. It also was an excellent honor to the Church. This visit was a wonderful experience for us all, but perhaps more important than the actual visit itself, is the fact that the Premier's visit shows us the position of prominence which the PCC has achieved in terms of a complete cultural experience. We have become nationally and internationally recognized in the tourist industry, and also we have become the number one resource for educating and informing the world about Polynesia.

The position we have achieved is a product of all of us working together at the Center. It stems from the sense of loyalty which each employee feels as he or she does their assigned task better than expected. It is this concept which will propel the Center into the future and cause us to reach levels of excellence which we cannot now imagine. Let us take a moment to realize what a great year 1984 was, and then let us say together "YOU AIN'T SEEN NOTHIN' YET."

Ralph G. Rodgers Jr.
President
General Manager



1984 - Our Best Yet

During the recent Board of Directors meetings here at PCC, there seemed to be a general theme which everyone felt. It was summed up by Brother F.W. Gay when he said that the continuity, comradery, and fellowship at the Executive committee level is as fine as he has seen in an organization of our size. It seems that if we had to put a label on the reasons for our success in 1984, it would be Unity. It is interesting to me to see the differences in personalities among the Vice Presidents, and yet to see them work together as a team, and work so effectively in their own areas. There is an atmosphere of trust and confidence among these individuals. It is a privilege to be a part of it. I think it would be wrong not to recognize one individual who has been a key factor in bringing this unity about. That person is our General Manager and President, Ralph Rodgers. His style of management is to trust his employees. He has encouraged the Vice Presidents to solve problems in their own areas, be able to come up with solutions, and develop new



ideas without fear of making mistakes. He constantly looks for ways to improve the Center, and has a vision of the future which he shares with us all. I believe that the Center's success in 1984 was due in part to him, the unity of the Vice Presidents, and the contributions of all the employees at the Center. Let's strive to continue this success by making the future years even better.

Steve Ashton
Senior Vice President
Assistant General Manager

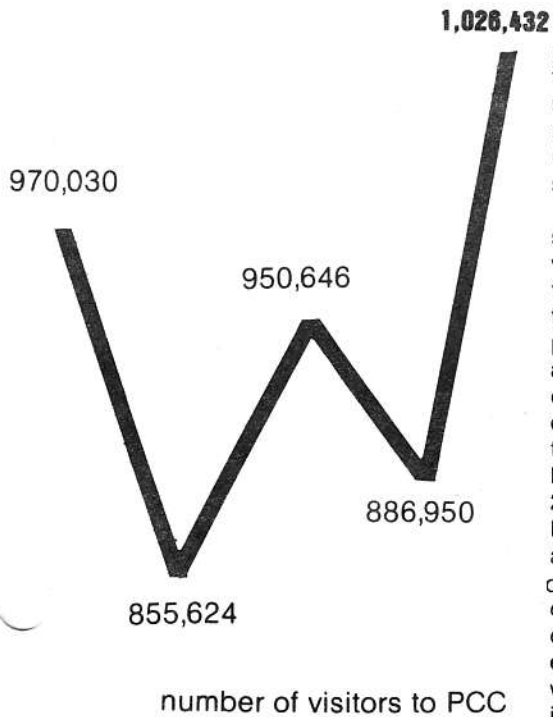
Support services experienced many successes in 1984, and we saw many changes. There were many new projects started and completed. One of the major things the Center accomplished was the village renovations. Our department had a hand in accomplishing this, and we were proud of the work that was done; however, it is important to realize that this success was achieved by all of the employees at the Center. I have witnessed many workers doing things above and beyond the call of duty. I've seen guides picking up trash, I've seen Vice Presidents working at the Ask Me Booths. This is why the Center is successful because all of us are working together to achieve the same thing—being number one. I can honestly say that the Center has never looked better. Visually it is beautiful, and we can be so proud when visitors come and see us. When President Jeffrey Holland addressed the BYU studentbody last week, he talked about being number one in football, and what a great honor that was to the school and the church. I think we can feel just proud of our accomplishments here at

the Center. Our position of number one is a great achievement for us, and also for the church! We receive many letters commending us on the grounds, the production, the food, the service, and the spirit of the employees. That is what makes us successful, everyone working together to be the best. I know that we will continue to be the best in 1985, and into the future, and you have my congratulations.

David Hanneman
Vice President
Support Services



1984 - Our Best Yet



What can we say about 1984? In my eight years at the PCC working in the sales department, I have never been more excited and proud of any achievement than I am of the success of the Center in 1984. At the end of 1983, we set a goal with the other leaders at the Center, and decided that in 1984 we would strive to achieve two things. First, that we would have one million people visit the Center, and second, that five hundred thousand of them would buy complete packages. These goals were important to all of us, and we were constantly aware of them throughout the entire year. Each day we knew where we were in relation to this goal, and each month that went by, we saw it happen. Finally, on Dec. 24th, we knew we had reached it, and we honored the one millionth visitor. What an exciting day that was! It was a culmination of hard work for all of us. Our department was not the only one to celebrate, and rightly so, our job was made easier by the fact that the product we were selling was so good. Each area has improved this year. The villages were so beautiful, and the show was so good that we believed in our

product, and could confidently say it was the best Hawaii has to offer. Our final tally of the year was 1,026,432 visitors to the Center and 568,581 complete packages were sold. This was a great and historical year for the Center, and it will springboard us to next year when we hope to have one million, one hundred thousand visitors. I would like to personally say that the six sales people in Waikiki, and the Laie ticket office personnel outdid themselves in 1984. Thank you for your hard work.

Haiti Pokipala
Vice President
Sales and Marketing

1984 was the first full year of the present administration. As such, it has rocketed the Center to goals never before achieved. Overnight, it seems, we have grown up. We are now twenty-one years old (an age of adult accountability by any cultural standard) and we have had to respond in mature ways to new, unheard of demands of fiscal, organizational, creative, and spiritual responsibility.

Added together, these demands and our responses have resulted in a grand year far surpassing George Orwell's bleak prophecy. As I look back on what we have achieved in those departments under the Guest Services' umbrella, I am humbled most by the individual efforts I have seen as we have worked together.

We have created new departments, tried new ideas, changed leadership, prepared new menus, moved locations, and in many ways altered the old order of things. Any one of these adjustments could have resulted in poor morale at best—and chaos at worst. Yet time and again I have been impressed with our employees' willingness to give the "new"

a try—to put out added effort to make the changes work.

The added bonus for me is to have participated in the good humor which has prevailed over all our efforts. I believe that one of our greatest gains in the Guest Services' area is the personal professionalism we have sought as our goal—and it is clear to me that as we have striven to be more valuable to the company as employees we have gained in personal satisfaction. (Nothing in the workplace compares with the knowledge that we, personally, are doing a good job!)

At the end of a challenging year I take my hat off to all of you. Thank you for having the courage to try out the "new." Thank you, too, for trusting me and those I work with in the administration enough to support some difficult decisions and validate them with wonderful results. And thanks for performing your work, always, in the spirit of the gospel.

I'm very proud of each of you!

Vernice Pere

Vice President
Guest Services



1984 - Our Best Yet



1984 has been a year of growth and success for the personnel department. We have implemented and improved several important programs for the Cultural Center. Perhaps the most important of these is the Hay Study that has been finished and implemented.

This along with finalizing job descriptions for the employees has put our department in a better position to treat our employees fairly. The Hay Study has put the Cultural Center on a fairer level of compensation in relation to other companies of our type. This has improved the entire atmosphere at the Center. It is important for the employees to realize that the management and leaders of the Center care about them. These raises in pay and benefits has improved the unity at the PCC a great deal. Another area of improvement this year has been the improved use of the grievance committee. It is important that the Center be able to solve the problems that arrive in the course of human relations, and the grievance committee has been a vital factor in accomplishing this. This coupled with the improved training, which is now done by a professional training staff, have been the personnel department's

greatest success in this past year. I salute the employees who work in our department and look forward to next year when we will accomplish even greater things, and work to improve the Center and move it to even higher heights.

John Muaina

Vice President
Personnel



Our department is so unsexy. Reconciling our accounts receivable to our general ledger doesn't sound as exciting as village renovations and visits from Premiers. However, our careful, conscientious, often tedious attention to detail makes more renovations and future visits a pleasant possibility.

One of the problems that the financial department faces is its image to others. We have been looked upon as a Simon Legree who enjoys reducing budgets and being "mean" about our money. But that's just the point, it is OUR money—meaning all of us! With carefully controlled resources, we continue—without them, our goals become unattainable. This year we have actively worked with each department to achieve an image of less sadist and more support.

I must compliment the people who work with me in accomplishing my original four goals; we 1) have a higher morale; 2) have reduced costs in our area, 3) have a much improved information system, and 4) have better controls on the channeling of our resources.

My congratulations to all of us. Let's keep up the good work in 1985. While you are husking coconuts, serving food, dancing the hula, and pounding poi, I'll work on making accounting a bit more sexy.

Jim Jensen
Vice President
Finance

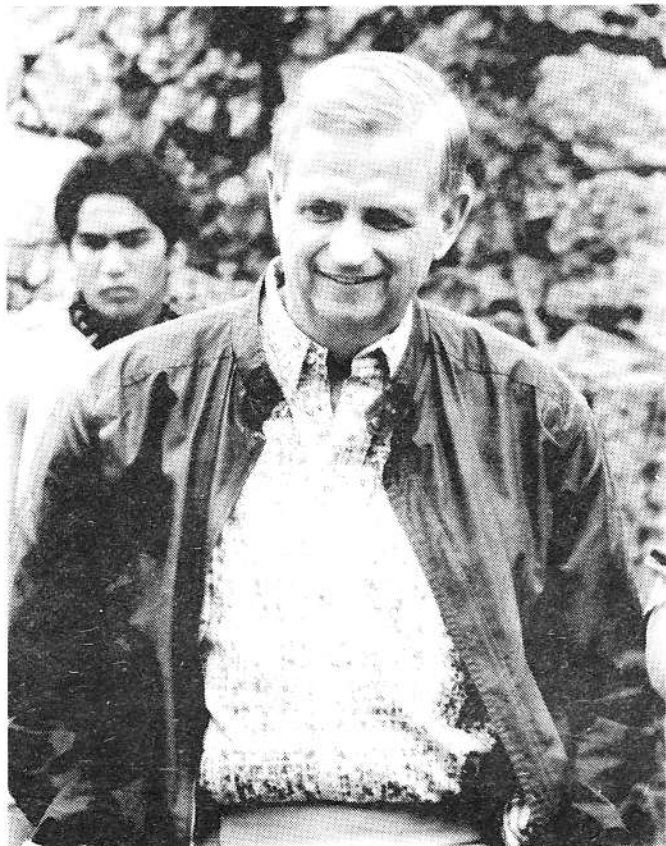
1984 - Our Best Yet

One of my favorite things to do is to visit museums. I love to learn about history, and ancient cultures, I think that one of the most significant things that we as a cultural center have accomplished in 1984 is that we have become more of a "living" museum. We are getting better and better at teaching people about our polynesian heritage and what our lives are like in the Islands. Everything about the center lends itself to this concept, and the changes which have occurred in our area this year have strengthened this. With the new renovations, the villages have become such a beautiful place to visit, but I believe that these improvements have also helped in another way. As I have watched our performers working in the villages since the changes, they seem to be more involved in the teaching and sharing of their culture than ever before. There has been a tremendous improvement in the way we are dealing with the customer. There is pride in our product, excitement and happiness in every per-



formance, and that is our greatest success this past year. I believe that in our desire to become more of a "living" museum, this is what must happen. 1984 was a great year of improvement in this respect, but I think we will all agree that the best is yet to come. Let us work together to make our product as fine as we can. I am so proud of what each of you have accomplished, and I look forward to the future with great expectations.

Cy Bridges
Vice President
Product



J. Willard Marriot



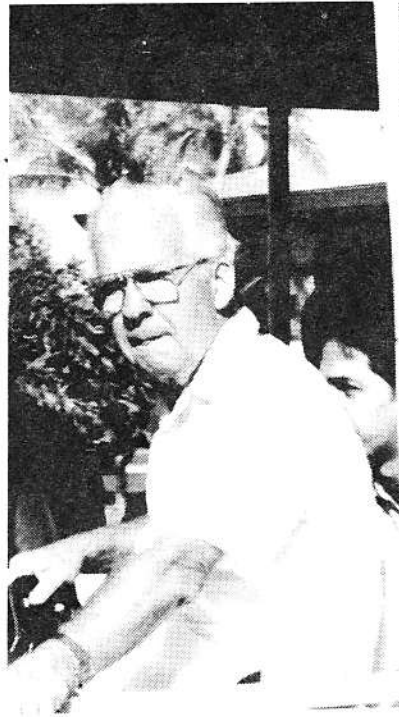
Jeffrey Holland

Board of Directors





Bro. and Sis. F. W. Gay



Elder Marvin J. Ashton

1984 - Our Best Yet

During this last week you may have seen several vaguely familiar people walking through the center. It seems that these people get around here about every 6 months. If you did, you probably saw members of the cultural centers Board of Directors. The Board has been holding its semiannual meetings here. The Board includes Elder Marvin J. Ashton as the Chairman, J. Willard Marriot Jr., F. W. Gay, Jeffrey Holland, Fred Baker, George Cannon, and Pres. Ralph Rodgers. Among the many meetings, the board was able to take some time out of their busy schedule and attend a Hawaiian imu demonstration put on in the Hawaiian village, and then sit down to a luau feast. The cultural center is very privileged to have men of this caliber sit on its board, and we are grateful to them for all they do.

Bryan Song

by Bryan Bowles

Several years ago I read an article and watched news coverage on television of a disturbing event. It was obviously disturbing to me as I can vividly recall the specific details of the calamity. Many of you may have the same deep impressions that I have.

The incident took place in Cincinnati, Ohio at their Waterfront Coliseum as thousands of eager fans waited anxiously for the doors to open on a concert for the rock group, The Who. These fans were holding General Admission tickets which meant that the Who-groupies could sit in any seat in the house that they could get to—first. The doors opened. Thousands elbowed, pushed, shoved, and kicked their way ahead of fellow human beings to allow themselves to be nearer the speakers, on the left side of the house, or to say that they say in the first few rows. In their efforts to be first, hundreds of injuries were reported. For at least six people, this concert was their last. These six people died from what doctors called footprint-like injuries.

The incident in Cincinnati was striking to me because it graphically detailed, in microcosm, an unfortunate tendency of our 20th century society—have the fastest car, live in the biggest house, get ahead of everyone else: no matter what the cost.

I have a difficult time believing that our Father in Heaven will reward those kinds of efforts. All of the righteous people written about in our scriptures were people who avoided this very attitude. They went out of their way to serve instead of being able to say that they had a little bit more than someone else.

When David volunteered to face that monstrous Philistine, he did it with the intent in his heart to save his people. He knew that if someone didn't do something that his people would be slain. David faced Goliath with pure intent. He thought of his friends and family first. He did not make his decision to volunteer for this seemingly fruitless assignment because he hoped that he could get something more for himself. He did not think: "If I do this, my people will honor me. They may even make me King." Yet, often, our modern day Davids think first of what they can get for themselves before they dedicate time to any effort benefiting others.

As I looked at my shelves of books, I realized that our best-selling non-fiction gurus are helping to extend the notion of self-fulfillment first. Titles like "Looking Out For Number One", "Your Erroneous Zones", and "Pulling Your Own Strings" teach somewhat dubious values. Don't these brilliant authors know that the only way to find yourself is to first lose yourself in the service of others?

For this issue, my UPDATE staff asked our President and our Vice Presidents to reflect on failures and successes of 1984. To my delight, the one golden thread which ties all of their statements together is the strong sense of oneness that they describe. Note that all of the articles emphasize the fact that the success of the PCC rests in the idea that we work together to achieve our goals. The Polynesian Cultural Center is a WE organization instead of a ME organization.

I intent to start a one man crusade which I hope many of you will join. Memberships are free and strongly encouraged. Let me know of your interest so I can provide you with club membership cards. Our goal?—to prevent footprint-like injuries from ever occurring. Please join me, my friends, as we enter the portal of 1985 to change any latent go-getting into go-giving!



CALENDAR

Friday, January 18

Lunch: Swiss Beef, Brown Gravy,
Mashed Potatoes, Rice Toss Salad

12:00 noon: COME ALIVE LUNCHEON
Who will be our grand prize winners?

Saturday, January 19

Lunch: Chicken Ala King, Baking
Powder Biscuits, Rice, Hot Corn

Kiss a Samoan Today!

Monday, January 21

Lunch: BBQ Beef Cubes, Natural Sauce,
Lyonnais Potatoes, Steamed Rice, Corn

EFFECTIVE TODAY:

All "Tow-away" zones will be enforced. Al Peters, Chief of Security, informs us that cars will be impounded if they are improperly parked. They will only be released when a towing charge (approximately \$25.00) has been paid. Any questions and to inquire about your missing car, call security at 3025.

Tuesday, January 22

Lunch: Stuffed franks w/cheese, boston
baked beans, home fried potatoes,
steamed rice

Get up early and go running on the beach!

Wednesday, January 23

Lunch: Beef stew, hot biscuits, steamed
rice, toss salad

Sleep in late (6:30) to recover from yesterday!

Thursday, January 24

Lunch: Deep fried Mahi, tartar sauce,
scalloped potatoes, steamed rice,
mixed vegetables

*Make Kim Napoleon feel loved. Call her at
3148.*

Friday, January 25

WATCH FOR A NEW UPDATE!