

FAM Tour Overwhelmed by Day Program

Thursday, October 17, 1985, the Polynesian Cultural Center hosted the FAM (familiarization) Tour from Honolulu and Oahu. The tour group consists of Honolulu and Oahu based tour operators, guides, briefers, and hotel tour directors, along with all other individuals who sell us on the island. That morning at about 9:00am, almost 300 individuals were picked up in Honolulu and brought out to the Cultural Center. The purpose of the visit was to demonstrate to these salespeople what 1986 will be like to the guests who come to the Cultural Center. As the FAM Tour arrived, they were unloaded at the Tahitian canoe landing and boarded on canoes for an early-morning tour of the villages. The weather was beautiful, sunny and calm while the guests were entertained by village workers who had come early that day. The canoes disembarked at the Orientation building, which was filled with illustrations of what the marketplace will be like next year. They then went to the Gateway

Restaurant and General Manager Ralph Rodgers and his wife Joan hosted the grand re-opening of the remodeled restaurant. The guests were treated to the full buffet menu, which is to be included in both the day and evening packages in 1986. After lunch, the tour went to the Pacific Pavillion to watch the premier of the 1:00pm version of "This is Polynesia." The Polynesian Cultural Center had invited members of the community and all of the day's paying guests to attend the opening. After the show, President Rodgers addressed the tour group and explained the reasons for the changes scheduled for 1986.

The day was a huge success. The purpose was to "sell" these operators on the day-package and to help them understand that it will be every bit as good as the night-package. Everyone present was sold. Even the administration of the Center was surprised at the success of the day show, because, as President Ralph Rodgers put it, "It's even a bet-

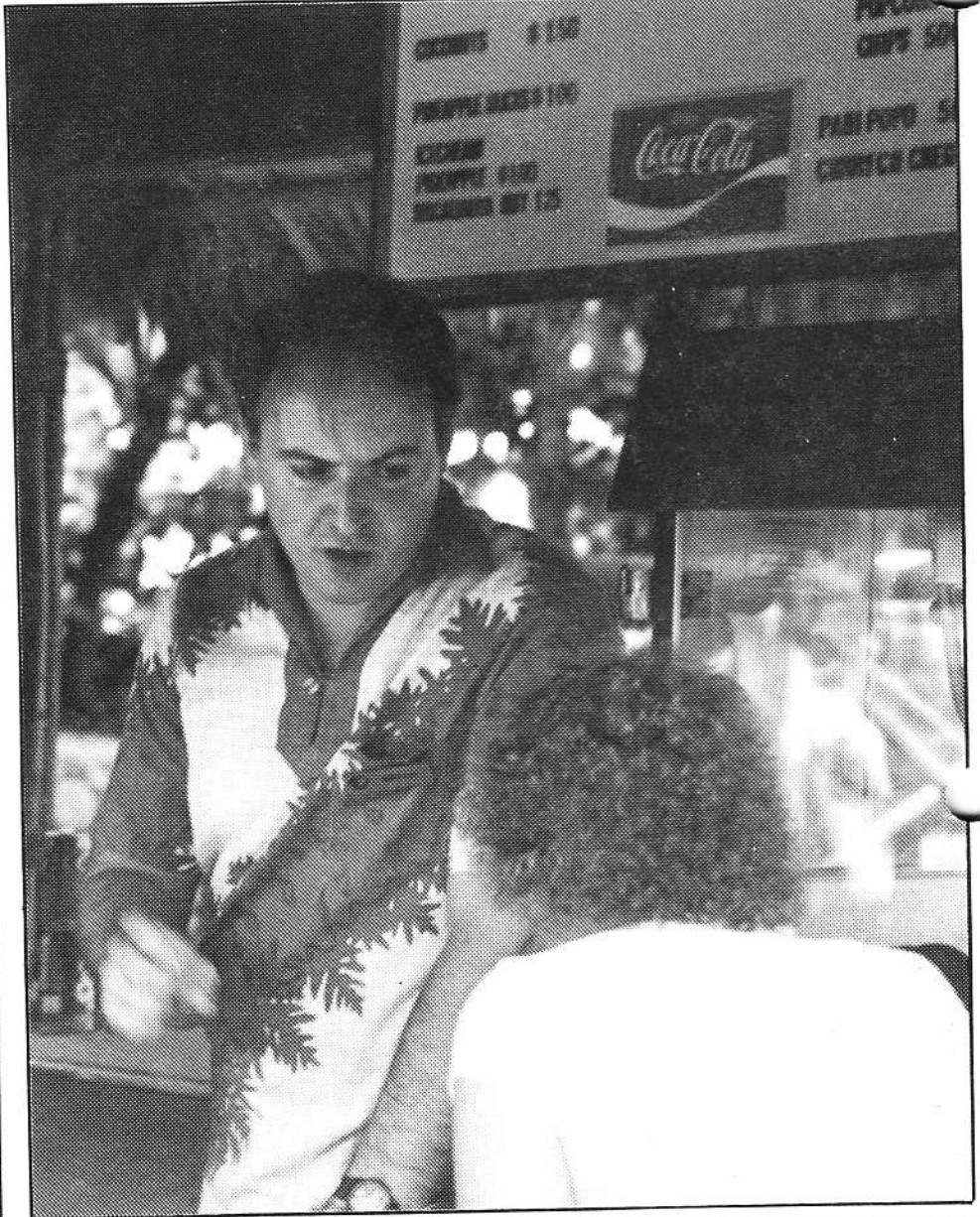
ter show in many ways than the night show." Many of the operators and agents commented that this brought out more color in the costumes and that the audience becomes more involved with the performers.

Perhaps the most impressive part of the day was the Gateway. With the changes to the building and the menu, the restaurant has become a much more enjoyable eating place. All of the visitors were visibly impressed with the new Gateway and appreciated the lunch.

As the tour operators and agents become more excited about the Center and 1986, they will be more enthusiastic about bringing their clients here, and they were excited last Thursday. The Polynesian Cultural Center is getting ready to greet its guests in the finest and the most entertaining way it ever has. Congratulations to all employees who made the FAM Tour so successful. The UPDATE also congratulates all employees who have made the PCC a great place.

Managers, Vice Presidents Serve Guests In New Areas

Perhaps you have seen some unfamiliar faces working in your area recently. If not, the chances are that you will before the end of the year. The faces belong to the managers and vice presidents of the Cultural Center. They are participating in a new program pioneered by the Employee Relations Department. The program schedules the management of the Center to work in areas completely out of their normal realm and has them working in non-management positions. The program is designed to help promote unity throughout the company and to help the managers get a better feel and understanding of the entire Cultural Center, not just their own area. The schedule calls for managers to work for 4 hours a week in an assigned area, and every 2 weeks the area is changed. The program lasts until the end of December and is endorsed by the General Manager, who is also participating.



To all employees from Sam Langi.

A couple of weeks ago, I wrote and introduced Aloha United Way (AUW) to you. Most of you, if not all, had a chance to read that introduction on the PCC UPDATE News. Essentially, I said that the Center, as a company, supports the purpose of the Aloha United Way. I also mentioned that the success of this kind of program is participation by everyone. You give what you can afford, and whatever that may be will be greatly appreciated by those who benefit from it. So, your dollar or two per day can last a lifetime.

In my last letter, I also attempted to define the terms "less fortunate." Unless you have an immediate family member who falls in this category, you may not fully understand the definition. Some of you may have been to some of the 68 organi-

zations that provide human services to these less fortunate and have become acquainted with the help your contributions provide.

And so I leave you with this question: Would you help the less fortunate WIN their battle with life? Could I please have your answer back on your pledge card before the end of the month? I know that you want to help but you sometimes forget. Well, if you do it **now** (while it's fresh in your mind), you will not forget again. Many thanks to those of you who have already pledged. On behalf of the Center's Administration, the Aloha United Way, and the thousands of recipients of your LOVE, I thank you sincerely.

I need to mention one other item. There will be two very important meetings held on the evenings of October 29th

Grand Opening

McDonald's® of Laie
Saturday, October 26, 1985

- 9:00 a.m. Ronald McDonald®
"THE BIG RED SHOE REVUE"
- 10:00 a.m.
 - Flag Ceremony
 - McDonaldland® character visit
 - Balloon giveaway (1) balloon per child while supplies last
 - Introduction
- 10:30 a.m.
 - Blessing by: John (Sione) Feinga
- 10:40 a.m.
 - Entertainment by "POLYNESIAN CULTURAL CENTER PERFORMERS"
 - Prize Drawing Giveaway
 - Fun, Games & Prizes
 - Balloon Giveaway



HAVE A NICE AND SAFE DAY!

McDonald's® of Laie
 55-400 Kāmēhameha Highway
 Laie, Hawaii 96762
 Phone 293-8561

STORE HOURS:
 Monday-Saturday — 6:00 a.m. - 11:00 p.m.
 Sunday — 6:00 a.m. - 10:00 p.m.

HALLOWEEN

Halloween is right around the corner! Don't forget our PCC party on October 30th at 9:30pm. It will be held in the old orientation bldg. We will be having a Pillar Decorating Contest that each department can participate in. There will also be a Lipsync Contest as well as awards for the Best Costume (the scariest, the funniest, the best look-alike, and the most original).

Two tickets per employee will be available and given to managers on Monday.



and 30th, 1985, at the BYU-HC Little Theater. Both meetings will begin at 7:00pm.

The purpose of the meetings is to explain next year's medical plans. Both Health Plan Hawaii (Hawaii Medical Services Association—HMSA) and Kaiser will be offered to the employees along with DMBA. This means that you can choose to take either Kaiser, HMSA or remain with DMBA. However, each plan will be explained and demonstrated to all employees before you make your choice. Hence, it is very important that you attend one or both of the meetings so you can decide for yourself.

November is the enrollment month for all medical plans. Any changes from one plan to another can be done only during the enrollment month, which is every November.

Effective immediately, all questions relating to your Prepaid Health Care Plan (Medical Plan) should be directed to my office by calling ext. 3192. My office is located on the second floor at the North end of the wing. Stephen Lung, Hawaii Representative of DMBA, is also located in the same general area. He will be in the Laie office three days a week. He will also be available to answer any of your questions in the future.

Remember, we can only help you with your questions and/or problems if you let us know what they are. So, give us a call or come in and see us. Mahalo.

(1) LUCKY WINNER!
 Turtle Bay Hilton
 and Country Club
 "Hideaway Weekend Package"

McDONALD'S of LAIE
GRAND OPENING CELEBRATION
SATURDAY, OCTOBER 26, 1985
PRIZE DRAWING

McDONALD'S®
PRIZES!

Name _____

Address _____

Phone _____

Deposit this entry at McDonald's® of Laie by October 26, 1985 11:00 a.m. See store lanai signs for more details.

Mr. Rodgers' Neighborhood

By David Rodgers

WORK: Physical or mental effort or activity directed toward the production or accomplishment of something; toil, labor.

With few exceptions, at least one-third of every human being's life will be spent in work. Throughout the early history of the world, if a man could work 40 hours a week and still support his family, he'd be getting off easy. Just ask a farmer. However, during the past thirty to fifty years human beings have for the first time been able to become more efficient at their work, which has led to the reduction of their work. As a generation, we work less than any generation before and yet we live much, much better. However, we still must spend almost one-third of our lives working.

The Polynesian Cultural Center is a place to work. The sign on Theater Manager Delsa Moe's office door reads, "New Employee Incentive Plan—Work Or Be Fired." The Polynesian Cultural Center has also developed a more efficient operation by having employees specialize. Each employee has a few tasks which he or she does well. We all are not responsible for everything. Tomorrow the General Manager will not call Ofa Talakai in the Seamstresses Dept. and have her report to Accounts Receivable; she is more efficient where she is.

At the Center, we are fortunate to have an interesting job. Certainly teaching visitors from other states and countries about Polynesian culture and heritage is more interesting than manufacturing steel. Each of us could be working on an assembly line where all we do all day, 365 days a year, is put one rivet in a hole, pound it in and pass it on while waiting for the next. After a few days, not to mention a few years, you'd be going crazy.

We do, however, find it a challenge to keep interested in our work. Although our job is inherently more interesting than most other forms of work, sometimes we also may suffer from assembly-line-itis. This month, as some of the management team have gone out to work in other areas, watch how excited they are to go. Even if they are assigned difficult tasks which require a great deal of effort, they are motivated and happy, and usually the employees they are working with catch the spirit and enjoy it, too. We all look forward to doing new things and working in new ways, regardless of our current jobs.

So what's the solution to the problem? Should the Cultural Center establish a new policy in which everyone gets a different job every week? Shall we each take turns doing the payroll one week and dancing in the night show the next. Shall we all have the responsibility to sing on the canoe during the performances and the next week be assigned to help rewire the new Hale Aloha. Sounds fun and amusing, but it's obviously not the answer if we want the Center to be at all successful. No one is qualified to do every task at the Center.

Perhaps the solution lies in our minds, and not in our assigned task. Instead of looking at the task in a long-term assignment, let us break it down into hour tasks and minute tasks. Let us have each one become important to us as it comes and not worry about the next one. Let us reward ourselves for a short-term job which is well done. Let us work to do the job quicker or better than we have ever done it before. Let us coin a new phrase for this attitude: **Celebrating the Now.**

Perhaps the solution is to teach ourselves how to enjoy things. A well known author and lecturer, Victor Frankel, lived for 5 years in a Nazi prison camp during World-War-Two, and proclaims that he learned how to have fun under any circumstances. The key was to celebrate the temporary. He would learn to enjoy his surroundings. One of his favorite things to do was to take deep breaths and feel the oxygen in his lungs. He enjoyed sunshine and clouds. He learned to enjoy his work by trying to do it better and better. He said that although the Germans could take away his physical freedom, they couldn't take away his freedom to be happy and to have a good attitude about his life and surroundings. They didn't have the power to make him unhappy.

What a great lesson for us. Our work is already intrinsically fun. If we are able to adopt a little of Victor Frankel's attitude, think how great our work may become. The final principle is then perhaps this: The enjoyment of our jobs doesn't come with the type of job we have or even with the amount we are being paid to do it; it comes with the mental attitude we have about it. Let each one of us enjoy our jobs and find great excitement in what we do. Let us **celebrate the now.**

CALENDAR

Friday, October 25th

Mall 10:30am
 ASBYU Friendly Concerts
 Ballroom 11:30am
 Women's Luncheon
 Mall/Ballroom 8:00pm Dorm Activity
 Auditorium 9:30pm Movie
 "Passage to India"
 Chicken stew, steamed rice, seasoned
 peas, drink

Saturday, 26th

Auditorium 5:00, 9:00pm Movie
 "Passage to India"
 CAC 7:30pm Womens VBall
 BYU-HC vs. U.H. Hilo
 Ballroom 7pm Ward 11 Luau
 Hamburger steak w/gravy, steamed
 rice, seasoned mixed vegetables,
 drink

Monday 28th

Beef broccoli, steamed rice, seasoned
 corn, drink

Tuesday 29th

Lyceum Auditorium 8pm
 Anna-Maria Vera, Pianist
 Deep fried chicken w/gravy, mashed
 potato, seasoned corn, drink

Wednesday 30th Employee Halloween Party

Italian spaghetti w/sauce, garlic bread,
 tosse salad, 1000 island dressing,
 drink

Thursday 31st

L.T. 3:30pm Presidential Lecture,
 Hugh Nibley
 ASBYU TVA 7pm Trick or Treat
 Ballroom 9-11:30pm
 Halloween Dance
 Swiss beef liver, steamed rice, but-
 tered mixed vegetables, drink

The UPDATE is an employee newspaper of the Polynesian Cultural Center and is issued as a training tool of the administration of the Center. The UPDATE staff consists of:

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 UPDATE Assistant Kerry Kingi
 The UPDATE is printed by Iava Posala of the PCC Graphics Department.

Submissions to the UPDATE should be received by Tues. at 5:00pm to be included in that week's issue. The UPDATE office is located in the Special Projects office area near the employee building, ext. 3121