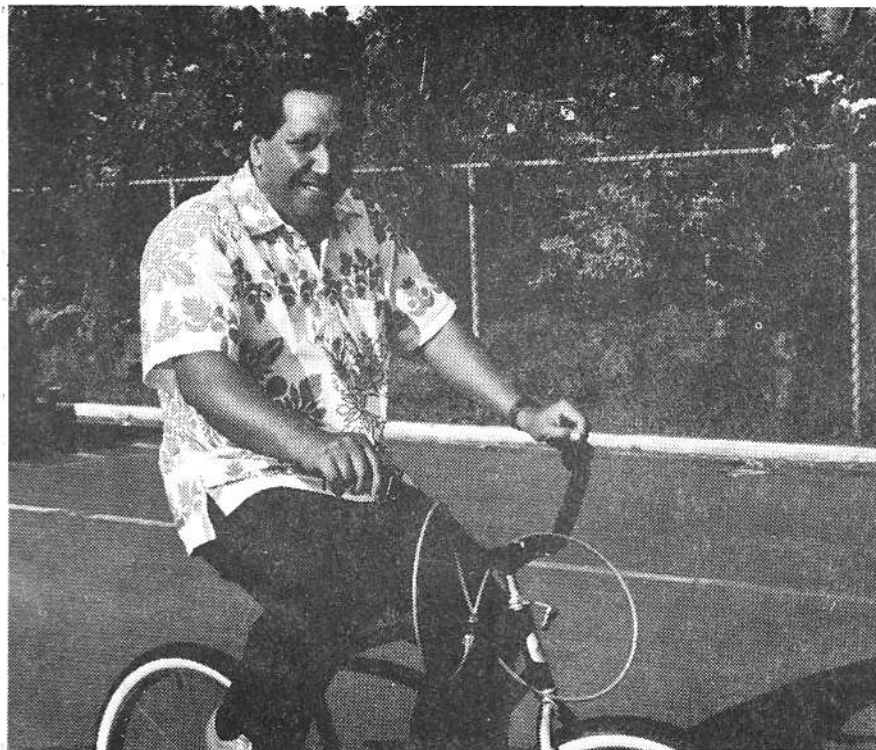


# UPDATE '87



V.P. John Muaina gets his exercise going to work!

## Reassignment Of Executive Duties

In a reassignment of executive duties, President Rodgers announced this month that Cy Bridges, Vice President over the Cultural Presentations area will add the evening spontaneous activities, the documentation of cultural artifacts, the Keiki Fashion Show and Brass Band to his responsibilities.

John Muaina, Vice President of Customer Services, picks up Guides Services and First Aid. Noted in this particular change is the change of name for his area from Customer Satisfaction to Customer Services, a name more reflective of the role of this division. A key assignment that John and his staff have is that of answering any complaint letters which come in.

Customers complain when they don't feel they have been treated right, or don't feel they have received their money's worth, or sometimes just because it rained the day of their visit. In all cases, it is John who must calm them down and attend to their needs, either in person or by mail.

## Premier Gives Referral

China's leader, Premier Zhao Zhiyang, specifically suggested that an official group of seven top-ranking security personnel from the Peoples' Republic of China take time out of their travels for a visit to PCC.

The group, headed by Chen Zhong Yi, China's Deputy Director of VIP Protection, was accompanied by an escort officer of the U.S. State Department and a United Nations representative.

Members of the group were from Beijing, Shanghai, and Guangdong, and were met by President Rodgers who also hosted them in the Gateway Restaurant for dinner. Gifts of PCC music, a book, and macadamia chocolates were given to them as well as many expressions of goodwill and aloha.

Chinese security group enjoy night show Deelites.



## TRYAHAWAIIA NDOG!

If you can decipher the message, it's an invitation from the Concessions Department for all employees to try a "Hawaiian Dog."

That's not a poi dog, but a new, tasty product for local tastes, and you can get one for only a dollar by clipping the coupon on the back page of this issue and taking it to the portable hot dog stand by the Maori Concessions hut.

The new dog is a delicious Portuguese Sausage product made especially for the flavor and is a first time for the Center.

Concessions personnel would like to hear your comments regarding the new product. You be the judge, try one today.

**KEEP YOUR EYES OPEN FOR MORE COUPONS IN UPCOMING ISSUES!!!**

Concessions department would like to extend our warmest congratulations to Satohiko Kuribayashi and Chris Johnson who are our newest Concessions Leads.

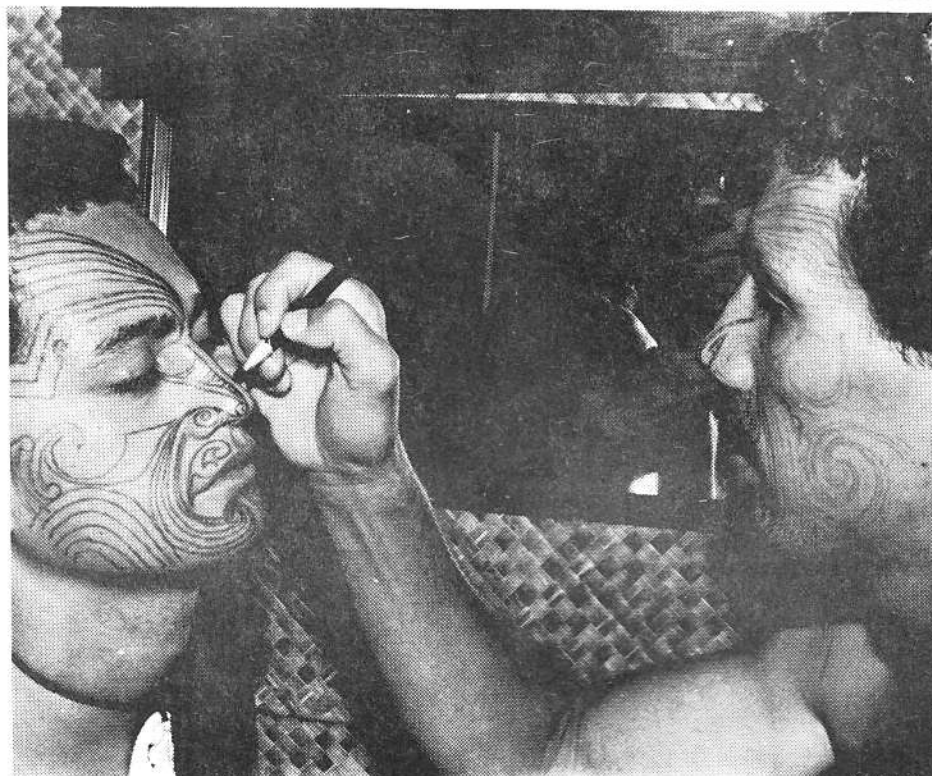
Satohiko Kuribayashi, our Lead for Theater Snack Bar is currently enrolled at BYU-HC majoring in Business Management. He was promoted to a Lead position on June 22, 1987 and presently holds that title. He also oversees the Lanai Ice Cream hut at night.

Chris Johnson who was hired as a Concessions Worker in the department on April 22, 1987 was also promoted to a Concessions Lead position on July 6, 1987. He assists the Night Supervisor in overseeing the dealites area.

Chris is currently enrolled at BYU-HC majoring in Travel Management.

Our most recent change in the department is Wendy Johnson who was just promoted on September 4, 1987 to a Concessions Supervisor replacing Susana Berardy.

She was first hired as a Concessions Worker on October 15, 1986 and was promoted to a Concessions Lead position on January 5, 1987. Wendy has done well for herself as a Lead and we are proud to have her on our supervisory team.



Maori villagers prepare 20th Century moko on each other. In Maoritanga today, few, if any, Maoris wear the traditional full facial tattoo. In Samoa, however, the traditional pe'a is still worn by some young men. For the real thing check out Sielu in the Samoan Village.



Do you know them? Next time you pick up your clean uniform - washed, dried, and ironed just like your mother used to do - say thanks to "Da Laundry Ladies". Their job is a lot harder than yours!

## All Departments

This is just a reminder when planning to dispose of any equipment that you should inform Purchasing and the Business Office respectively by completing the "Asset Accountability Capital Disposal Form". Purchasing is responsible for the sale of all assets.

If there are any questions, please call me. Thank you for your help.

## 25th Anniversary

25th Anniversary  
Kick-off Clean-up  
7:00 - 10:30 a.m.  
Breakfast served 10:30 a.m.

Check with your departments  
for more details.

## ALOHA UNITED WAY

Dear Fellow Employee:

It is that time of the year when the Polynesian Cultural Center begins its fifth year participating in raising funds to help the needy throughout our island state. Being that this is my fifth year as Campaign Coordinator for the Center, I would like to share some of my inner thoughts and feelings of this great cause with you.

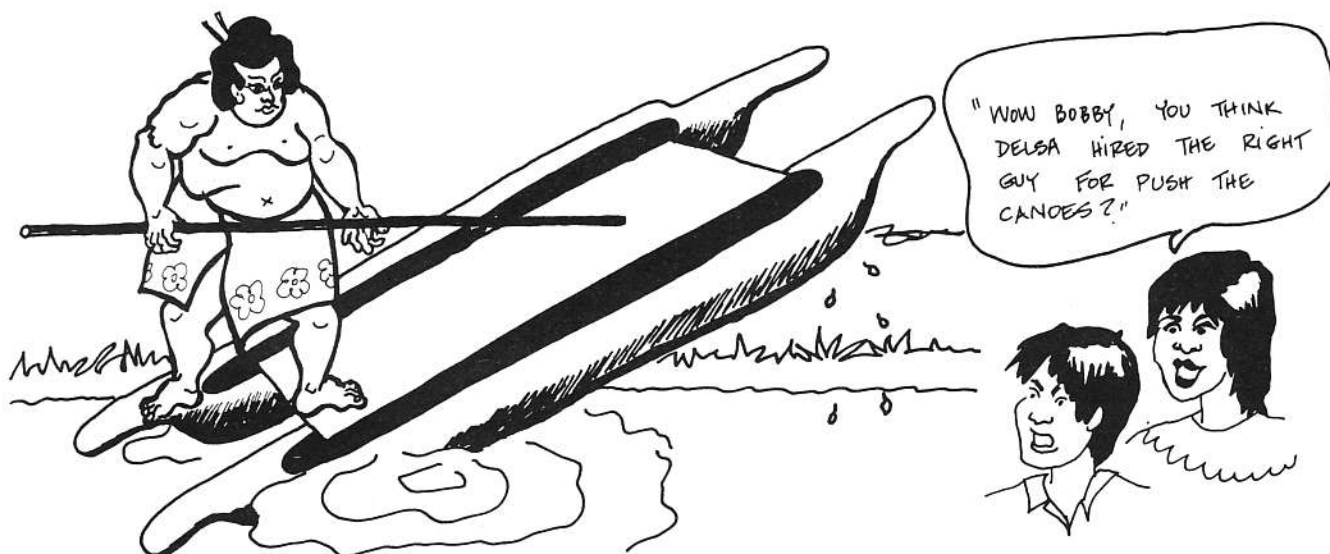
During the past four campaigns it has been a very gratifying experience to witness your generous and caring attitude to sharing your hard-earned \$\$\$\$s with those who really need your care. On behalf of the Center, I hope that more of you will be willing to participate this year.

The needs are many and your contribution could make the difference whether research for cancer and heart disease continues, whether the Red Cross can continue to help the homeless, a blind person receive a guide dog, or a crippled child receive proper treatment in order to live comfortably and as normal as possible. More than sixty human service agencies provide these and many other valuable services to our Hawaii communities.

I realize that we are only approximately 1,100 employees at the Center, but our small donation will go a long way in helping the needy. In a week you will each receive a pledge card and other information in order to make your donation.

To borrow a phrase that we are all familiar with, "reach out and touch someone", as we begin the 1987 - 88 campaign. The success factor in this kind of program is total participation. I don't care how small your contribution may be the important thing is that you are a part of this great cause.

Kindest regards,  
**Sam Langi**  
Campaign Coordinator





## Applause For Us -



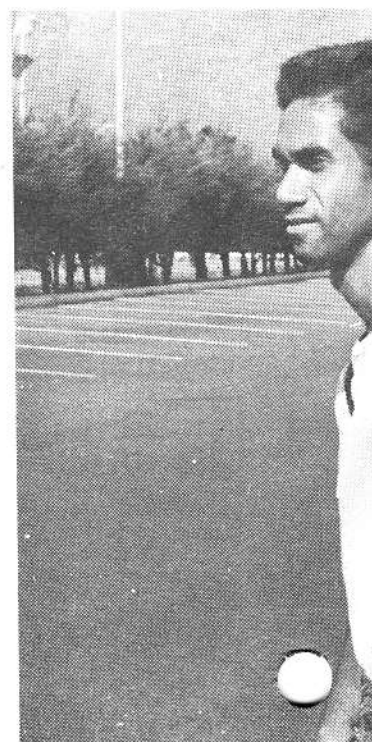
The Bake Shop crew - 10,000 dinner rolls and 5,000 pineapple bars - now, how much flour was that?



The Plantation Chefs! Ulu, taro, pig and...

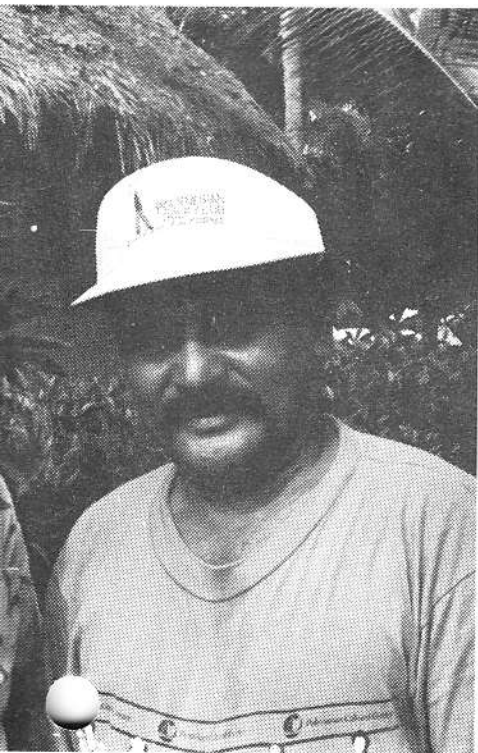


The Seamstresses - They'll sew you a malo - unless you'd rather wear a flag!



How would you like to sweep the street? He has to do it!

# Stars Of The Show!



and palusami, - and no need electricity!



The Lights Crew - they work on the cat-walk above 3,000 heads - and you only see them in the dark.



the parking lot each day? - Someone



You never knew you could get blisters from scooping ice-cream did you! - The Dee-lites kids.



## Ice-Cream Sundae, Anyone?

You can't miss the Ice Cream hut these days - the new aqua paint makes the hut a welcome oasis to guests seeking refreshment. Soon to be added pink banners and signs will complement the project and the last phase calls for the removal of a planter box located directly in front of the serving windows.

Maintenance paint crews worked all night last Thursday to put the final coat of paint over the white undercoat and complete the transformation.

Staff observations show that guests really enjoy the atmosphere of the new look and it is readily identifiable as a snack bar where they can get an ice cream sundae.

So, if you want a break in your booooring day, head for the new look ice cream hut and try a sundae!

## Feathered Frights

Two recent incidents involving the Center's feathered employees indicate that life isn't all clear sailing for them, especially the "student" employees.

In one incident, human employees found a mother peacock (officially a peahen) staring into Shop Polynesia through the locked glass doors early one morning. She would not move from her post, and when they checked, they discovered that her five babies had somehow found their way into the store and had been locked in for the night!

In another, maintenance workers were called by President Rodgers, who tracked down the peeping sounds of nine baby ducks outside the fence on Naniloa Loop and four feet down in a storm drain.

Workers had opened the lagoon drainage gate nearby and the nine had apparently been swept down the drain as they cruised by with their mother. Richard Pualoa and Vanu Fonoimoana climbed inside the drain and caught the ducklings in a net then released them to their mother in the Hawaiian Village taro patch. When found, mother duck had three other babies with her, so the family of thirteen were noisily reunited.

Employees are asked to kokua and NOT feed the roving peacocks in guest snack-bar areas, as these birds have become aggressive about snatching food from guest plates. Village workers are training them to eat in village areas.



Da Dishwashes! Busiest job between 6:00 & 7:00 nightly - and messiest too. This crew still finds time to smile.

## What's In A Name?

Do you have a Haole or a Polynesian name? Now you can have your Haole name translated for you in the Plantation Schoolhouse.

A popular part of the Schoolhouse lecture, guests often linger after the activity to ask how their names would be spelled in Hawaiian. Schoolteacher Rubina Forrester lectures on the Hawaiian alphabet and a historical overview of the development of Hawaiian as a written language.

Involving the guests delights them, especially as she personalizes her lecture to include the translation of their names for them. This summer, dozens of these guests were schoolteachers from all over the mainland, and they were especially interested in this corner of the Center and pleased to see that a schoolhouse plays a prominent part of our guest activities.

## Birthday Wishes

Fofoa Moeai - Sept. 10  
Syd Frasure-Wheat - Sept. 11  
Ula Rama - Sept. 15  
Also to Solomon Kahawaii - Sept. 7.

## Aloha Week Ribbons

Aloha Week Ribbons are now on sale at the following places:

BYU Alumni Affairs Coordinator  
(BJ Fuller)

PCC Village Administration  
(Josephine Moeai/Josie Kahiapo)

PCC Warehouse  
(Yvonne Lowe)

PCC Business Office  
(Wilda Paalua)

The price is \$2.00 and you will also receive a schedule of all events. Aloha Week begins this Friday, September 18.

## Samoa Celebrates

This past Saturday was Samoan Cultural Day in the Center, and guests and employees alike enjoyed a day of demonstrations, song, dance, and Samoa's special brand of hospitality.

Beginning with a morning devotional led by Sr. Vice President David Hanemann and village chief, Fauono, the employees joined together for expressions of gratitude and alofa that set the tone of the day.

Concluding with the village farewell at the end of a long day of activities, the village shared many experiences with guests of Samoan tradition, values, and friendship.

To all who made the day a big success we say "Talofa lava" and "Afio Mai!"

## Mission Department

Congratulations to the following employees called to various missions around the world:

**Senae Amano**, of the Guides, is called to the Japan, Osaka, Mission, and **Miyuki Sugyo**, also of Guides, is called to the New Mexico, Albuquerque Mission.

**Lori Atoa** of the Theater Department is called to the California, Ventura Mission, and **Eliza Kahawaii**, also of Theater, is called to the Seoul, Korea Mission.

Good Luck to each of you, we are proud of you!

## Calling California

Two employees received mission calls to California this month.

Congratulations are due to Jimmy Atoa who is called to the California Fresno Mission, and to Te'e Masaniai, called to the California Los Angeles Mission.

The Gateway gang is proud of you both, Elders Atoa and Masaniai. See you in two years!



Jackson Unga

## Drummer Drums Up Award

Jackson Unga, Tongan Drummer in the night show, won a \$25 President's Award this month for his outstanding performance during a visit by President Rodgers to the show.

This number on the program is one that incites excitement in the crowd as the drummer performs with both vigor and grace, and Jackson's performance was thrilling to the full house that evening.

Congratulations Jackson!

## Center Gives Thanks

In order to thank those people who regularly do business with us, Center executives are compiling lists of vendors and industry people downtown for a round of "Mahalo" dinners scheduled soon.

Tour companies, transportation companies, ticket agents, even ice-cream vendors, will gather for special attention as we have an opportunity to thank them for their support this year.

Among other vendors are those who sell us chicken, fish, plumbing parts, electric carts, milk and furniture. In fact, any product we regularly use is ordered from the mainland and delivered to us by a vendor.

It will be nice to be able to say "thank you" for mutually beneficial contracts.

## Waikiki Office Takes On New Look

Menehunes got into the Waikiki Sales and Marketing office recently and worked over the weekend to transform a worn and faded decor to a fresh, bright office area in shades of forest and lime greens.

Staff members were surprised to see the change when they returned to work after the weekend as the new look brightens up well used areas. The large conference table, used for meetings with agents and other industry personnel was refurbished to a glistening beauty that adds a polished atmosphere to the conference room.

Final touches in the form of plants and other accessories will reflect the professionalism of this department as they work with other industry businesses in the Waikiki area.



## Meet Aunty Marge

Have you noticed how "spick and span" the Museum is these days? It's all due to the tireless efforts of "Aunty Marge" Christy. She not only informs guests with her migrations lectures, but cleans the display cabinets daily to rid the glass of the salt spray that coats them overnight.

Thanks go to Aunty Marge for an excellent example of going the extra mile in our jobs!

# VIEWPOINT

I was going to type the headline "Search For Stars", but then I realized that is misleading. Here in the Center you don't have to conduct a search to find stars.

At the word "stars", most people think immediately of the night show soloists or the canoe pageant performers without looking any further. That's too bad, because for every star who performs each night entertaining our guests, there are a thousand others starring in their own roles as employees in the BIG show!

Thanks to the stars of the dishwashing crew, and to those of the laundry. Thanks to the stars who make the umus, and the coconut hats, and the shave ice, and the village signs.

Thanks to the stars of "The Garden Show" (showing daily), and "The Motor Show" (the latest in vehicles!) and of course "The Home Show" (everything you'll ever want in a kitchen).

Thanks to those who make the buns we put the hot dogs in, and to those who make the uniforms we put ourselves in, and thanks to those who make the bookings that bring our guests in.

Applause to the lights crew - if they miss their cues no-one can see anyone. And to the plumbing crew - if they don't do a good job we get flooded. And to the tree-trimmers - if they don't trim well we may all lose our heads!

Thanks to those who count the money and to those who clock us in - AND to those who cut our checks! Thanks to the trumpet players, ice-cream scoopers, survey takers, town runners, theater cuers, window cleaners, mail deliverers, etcetera!

Thanks to the Tongan bird-makers, Samoan fire-makers, and Hawaiian poi-makers. Thanks to those who push canoes, paint tikis, pass out Deelites, collect tickets, and give away aloha!

In other words, "Thanks to us!" A standing ovation to ourselves for the way we do our jobs. We run, jump, walk, talk, smile, listen, sing, dance, drive, cook, weave, carve, sell, and mostly SMILE. This is a place with a thousand stars.

Buy a  
HAWAIIAN HOT DOG  
for \$1

Coupon must be presented  
at time of purchase  
Good only on Wednesday  
September 23, 1987  
only at Maori Hut

## Update Notice

If you can't find any news of your department in the Update, please ask your manager and/or department secretary to make sure that you are not left out of the next issue.

Update will print all news sent in by the departments, but cannot print news that is not sent in.

## EAT AT MAX'S

**Sept. 18 - Oct 2**

**Friday 18**

Chop Suey, Roast Chicken  
w/gravy, rice, corn, drink

**Saturday 19**

Turkey Tail, Chicken Pot Pie,  
gravy, rice, corn, drink

**Monday 21**

Breaded Pork, Beef Pot Pie  
w/biscuits, rice, coleslaw, drink

**Tuesday 22**

Beef Tomato, Teriyaki Wings or  
Drumsticks, rice, corn, drink

**Wednesday 23**

Newburg, Baked Chicken, rice,  
drink, pasta salad

**Thursday 24**

Pot Roast Beef, w/vegetable  
gravy, Baked Mahi w/tartar  
sauce, rice, tossed salad, drink

**Friday 25**

Sandwiches: Roast Beef, Tur-  
key, Homemade macaroni,  
salad, soup, drink

**Saturday 26**

Chili Franks, Swiss Beef, rice,  
Oriental mix, peas, drink

**Monday 28**

Sweet and Sour Meatballs,  
Chicken Ala King, rice, salad,  
drink

**Tuesday 29**

Pork & Cabbage, Turkey w/gravy  
and stuffing, rice, cranberry  
salad and carrots, drink

**Wednesday 30**

Sandwiches: Ham, Cheese or  
Egg, Homemade macaroni,  
salad, soup, drink

**Thursday Oct. 1**

Deep Fry Mahi w/tartar sauce,  
Kalua Pig, rice, mixed vegeta-  
bles, drink

**Friday 2**

Hamburger Steak, Sweet &  
Sour Spareribs, rice, corn,  
drink