



UPDATE

'88

Employee News Letter

Friday, November 11, 1988

CORPORATE COLUMN

I'm reminded of that great song that the Tabernacle Choir sings - "How beautiful Upon the Mountains" which expounds the scriptural reference found in D & C 128:19 and teaches us how blessed ... are the feet of those that bring glad tidings of good things.

We received a letter from one of our guests two weeks ago expressing their thanks for the wonderful time they had at PCC all because of the way two employees treated them.

Part of the letter said:

"This past summer I planned a "Dream Trip", to Hawaii for my mother. I called the PCC and spoke with Mr. John Mills. Through him I booked arrangements I would like to compliment you on having such a friendly, helpful and very professional person as John working on your staff. Further more when we arrived we had as our personal escort Juan Silieazar. My mother needed the use of a wheelchair, Juan took over and saw to her every need. You must surely be very pleased in Juan, his pleasant personality, helpfulness and eagerness to please as well as tell us all about the Center made for a truly unforgettable time."

It takes effort and time to write a letter of thanks, most of our guests are treated by you in the same manner that Juan and John treated these guests. Not all of them write thank you letters like the Schwentker's.

How grateful we should all be for guests like Mr. and Mrs. Schwentker who returned a generous thanksgiving token. Their letter was positive and has encouraged all of us employees to go the extra mile because they have recognized our good works and have in turn brought us glad tidings of good things.

My hope is that we will always remember to give thanks and glad tidings to one another every week for the small and large favors that others do for us and not wait till the traditional time of thanksgiving season to express our thanks.

A special thank you to John and Juan for making us all look good and to each and everyone of you for the good things you do every day to help make the Center the special place that it is.

Aloha,

Les Steward
Sr. Vice President
Polynesian Cultural Center

A Weighty Matter



If you're one who sweats alot just from walking thru the employee gate to punch in your timecard upstairs while huffing and puffing all the way up, then you might be in deep trouble. Chances are you might be overweight and being overweight isn't healthy or funny. Realizing the dangers caused by obesity we the portly few employees of the Theatre Dept. have started a Crusade to overcome the "Battle of the Bulge" by organizing a Holiday contest to lose weight which will end on December 23, 1988 when we will have the final weigh in. Those who lose the most weight will be our winners and will each win a cash prize. This is an effort to promote better health while working here at the P.C.C. We decided we want to feel better and look better, so here we come, watch out! Anyone interested in joining our contest please call Lawrence at ex. 3095.

Welcome Aboard

Alfredo Querido, a 1987 Business Management Graduate from BYU-Hawaii has been newly hired as the Maintenance Workload Controller. His main responsibility will be to handle all work order requests. He started working with the Maintenance Department since Nov. 10, 1988. Alfredo and his wife Christina currently reside here at Laie.

The Maintenance Department welcomes him aboard!! If you have any questions regarding work order requests. Please call Alfredo at ext. 3138.

MESSAGE ACROSS THE OCEAN

To Whom It May Concern:

My husband and I were at the Polynesian Cultural Center on Monday, October 17, 1988, when my husband had an accident.

We were at the Pageant of the Long Canoe when he caught his foot on a seat and fell. He suffered a couple of gashes over his eyes.

The young man, Finau Hafoka, from the First Aid Station and the young lady usher who seemed to be in charge of the personnel at the Long Canoe Pageant were so considerate that we felt that we should let someone in the Center know how kind and helpful they both were.

The young man minded my husband's broken glasses temporarily and the young lady helped us to be reunited with our friends.

We want them to know that he is going to be fine and we want to send our thanks and appreciation.

Elm and Colleen Krueck
Elysia, OH

SALE SALE SALE

Christmas Holiday Sale. All Market Place items are 30% off. Sale starts from December, 1 - 31, 1988.

CHRISTMAS SALE

Christmas Shopping week at Shop Polynesia for PCC and BYU Faculty!

40% Discount on the following items:

Come and enjoy the fun! Sale starts from Dec. 5 th to 10th.

Apparel, Souvenirs, Toys, and all Clearance Items.

GUIDES OF PARADISE

With only 5 or more weeks remaining before the semester is over, the Guides Department have not had any real major problems happen. Providing a personalized tour for more than 2,000 Ambassadors and VIP tours per month with an average of thirty guides is something to be proud of. According to Verdetta, Guides Manager, Guides Department has received many Thank You letters from guests all over the world complimenting our very own PCC Guides. Mainly for their special service, kindness, patience, knowledge about the Center, and their sincerity.

ENERGY TIPS

Do you know who can save your company thousands and thousands of dollars every year on energy costs? All of us!

*Turn it off * Turn it out * Turn it low*



TOUR TIDBIT of the Week

Juan Carlos, from the Guides Dept. guided a couple from Sweden who won a trip to Hawaii with all expenses paid by writing an article about Barbados Super Bum Ice Cream. Autasia greeted Elder Ballard and his party last November 11, 1988. In the party were Pres. and Sis. Kikuchi, and Pres. and Sis. Haycock.

Honeymooners usually have eyes only for each other and you get two couples that are honeymooners on your tour, you sometimes find yourselves talking to the trees as Claudia tried very hard not to do and at the same time not get in the way and allow the honeymooners to express themselves in paradise.

HUMOROUS BUT TRUE

The cash room is "broke!" We have exhausted all our monies for individual petty cash requests.... some have come with receipts attached to the request and some with a "promise" to bring one "right back".

We are "bankrupt" because we are still waiting for those that are on their way back. Upon follow-up on the "big spenders", we get the same reply:

"I took care of that already..." , but they can't remember who they took care of it with.

Blame the mail room is a standard one. They don't bring receipts until they need petty cash again.

Too busy. forgot!

If there is any compassionate, efficient, honorable, accountable and concerned petty cash recipients out there with receipts, please turn in your receipts, so we can accommodate those who are doing their best to provide receipts with their request.

Mahalo,
The Cashman

BABY BOOM

Congratulations to the following Concessions Dept. new Moms:

Lisa Pineda gave birth to a healthy 7 LBS. 11oz. baby girl last Nov. 10.

Janie Angeles, who works as the timekeeper gave birth to a 7 LBS. 13 oz. baby boy.

"Thanksgiving Thanks"

This week the UPDATE staff interviewed several employees and asked them what they were thankful for.



Tony I Herrera (Security)

I am thankful for my family, my friends, my good health and the opportunity to be here in Hawaii and get my education.



Kau'i Alohihea (Marketplace)

I'm thankful for my loving parents which Father in Heaven has given me and for all my brothers and sisters of this world.



Toiva Lake (Housekeeping)

I am thankful for my family and especially the Gospel and teaching that I have received.



Xiu Xiao Nan (Chinese Trainee)

I am thankful for PCC and BYU-Hawaii for sponsoring me to come to Hawaii and have the opportunity to work and get my education.



Lanice Wong (Business Office)

I'm thankful for all the things that I have. My good boss "Free Mama" Paalua and all my friends at the business office. I'm thankful for the bike that I won on the 8th of October, and my present job. I'm also thankful for my mother and father and all I have learned from my bosses in the past. Without them, I wouldn't be what I am today.



Christian Wilson (MIS)

I am thankful for the opportunity to work with the Polynesians. Their cultures have always provided an endless source of inspiration to me. I also feel very fortunate to work with my second love, computers. Working at the Center has been a very fulfilling experience that I will always cherish.



Albert Domingo (Canoe Guides)

I'm thankful for my bosses, Verdetta and Palauni for giving me a pay raise. May more of these blessings come.



Rose Tofa (Gateway)

I'm thankful for the many things which includes my family, friends and the people I work with at Gateway Restaurant.

continued

TRIVIA OF THE WEEK

Know your PCC Personnel Department

1. Match the musical instruments to the Personnel employee who plays/played it.

- | | | |
|---------------|-------|-------|
| a. Snare drum | _____ | Rose |
| b. Ukulele | _____ | Val |
| c. Saxophone | _____ | Julie |
| d. Clarinet | _____ | Paul |
| e. Flute | _____ | Maka |
| f. Nothing | _____ | Sam |
| g. Trumpet | _____ | Syd |

2. How many paid holiday are there in a year?

3. What is the length of a new employee's probation period?

4. Match the Personnel staff to their job duties.

- | | | |
|----------------------|-------|-------|
| a. Verifications | _____ | Foa |
| b. Job Applications | _____ | Grace |
| c. Employee benefits | _____ | Piko |
| d. Termination | _____ | Eric |
| e. Pay rates | _____ | Val |
| f. Files | _____ | Rose |
| g. Orientation | _____ | Maka |
| h. Paychecks | _____ | Sam |
| | _____ | Syd |
| | _____ | Julie |

5. Who is the Personnel Manager? _____

6. Name three attractions that your PCC ID can get you into.

7. Name at least 5 firms that you can directly deposit your paycheck to.

Thanksgiving continued...



Tia Maria Muti (Theater)

I'm truly grateful for the opportunity I have to work and associate with well chosen people and entertainers to represent not only the Polynesian Cultural Center, but also the gospel. I am also grateful for my priesthood holder, my beloved husband Dallin, and my mother.

"A MASTER'S WORKSHOP IN DANCE"

Come and sign up now for this one day workshop at the Division of Continuing Education, 293-3780

WHEN: December 2, 1988

WHERE: Ballroom

COST: \$10 per person per section

TIME: Two sections (same materials presented in both)

(1) 3:30-5:00 p.m.

(2) 7:00-8:30 p.m.



MY POLYNESIA MY HOME

Someone had a dream
To bring the people together
To perpetuate the cultures
of Polynesia
With higher education
To help our people
To live together
With love and Aloha

Lets come together at the PCC
Polynesia my Polynesia my
home
Together we'll learn and we'll
share
Of the love and of the people
so fair
At the PCC, my Polynesia my
home

All over the world
The people are talking
Of the love of the people
So loving so warming
They'll greet you and guide you
With love and aloha,
A--Lo--Ha

At the PCC, there's so much to do
Canoe rides and tram rides
And endless smiles
The brass band the pageant
The keiki show
With this is Polynesia
The show of shows

All the friendly villagers
With their costumes so rich
Will invite you in, with open
arms so sweet
Aloha Hawaii, Iaorana Tahiti
Talofa Samoa, Bula Vinaka Mai
Fiji
Kiaora Maori, Ka'oha Marquesas
Malolelei Tonga
Cause you're my Polynesia

Come with me, to the PCC
To that wonder across the sea
Come with me to the PCC
We'll all be happy, with all our
family

PEOPLE OF THE POLYNESIAN CULTURAL CENTER

by Peter Johnson (Training Department)

Thanksgiving is here once again, another turkey to trim and a new scale to adjust. This is the time of the year when people seem to be a bit more pleasant and the feeling in the air is overwhelmingly abundant with joy.

People come from all over the world to spend their holidays in beautiful Hawaii. They have sacrificed greatly, to enjoy perhaps the most memorable vacation of their lives. Of course, their vacation would have to include Hawaii's number one paid visitor attraction - The Polynesian Cultural Center - to make their vacation complete.

During the years the Center has been in operation, the employees have always extended themselves in ways beyond measure. At this time of Thanksgiving we would like to share some stories and incidents of the people of the Polynesian Cultural Center. People like you of whom we thank and appreciate because of your willingness to give our guests their memorable vacation.

Here are some incidents we share with you:

1- A guide named Zaina escorted a blind guest throughout the villages with arms locked together, walking with them every step of the way and stopping to feel and explain in detail the surroundings and the events taking place in the Center. Later that evening, she remained with them at the night show to describe the show and the costumes being worn by the performers.

2- One night a guest lost a retainer for his teeth while eating dinner at the Gateway Restaurant. No, it wasn't because of the food. Realizing it later, the guest informed the Gateway workers of his plight. That night the whole department went in search of a retainer looking everywhere. It was later found in the dumpster and given to the guest after the show. What a team!

3- A few years ago, a jovial group of canoe boys would stand in the front entrance of the Gateway Restaurant and sing Christmas carols to the awaiting guests in line. Led by the notorious Leroy Manumaleunga, each night the spirit of Christmas was felt by all who were present.

4- A custodian found a wallet and returned it to his supervisor. When the guest recovered his wallet, he insisted in giving the worker money as a reward. After some debate, the custodian accepted the money but rather than using it for himself he used it to buy lunch for his fellow employees.

CONTINUED

Dear Wizard's Panel

How do you write the memo macro in word perfect 5.0?

Signed,
Confused"

MacMacMac

A MacIntosh User group is currently being organized at the Center for all those employees that are interested in using the MacIntosh for their work environment. We plan to have our first meeting on November 18th to elect officers and discuss the goals of the group. We would also like to know which software and hardware products the employees are interested in learning.

Many of our current MacIntosh enthusiasts at the Center are using their machines to publish newsletters, flyers, lyrics, etc. There is a MacIntosh SE currently available at the MIS department for those needing access to a Mac. A small computer lab might be set up in the MIS department if the computer usage is high enough. We'll keep you posted on any developments.

MIS

Chris Wilson

PSI TIPS

If you would like to send a message to someone but you're not sure what their operator code is, type "???" at the MESSAGE SENT TO prompt within the SYS-MAILBOX process. A list of all the operators on the system will appear. Press return to scroll through all the names until you find the one you are looking for.

People
continued...

Here we have four incidents of those of you out there who care enough to go out of your way in serving the needs of our guests. Examine the incidents above. Everyone did it because they had a desire to do so. Each of them had the right to do as they pleased. The persons who found the wallet did not have to turn it in. They could have simply spent the money without anyone knowing it was found. The Canoe boys didn't have to sing for the guests nor did the guide have to lock arms all day and explain in detail everything in the Center to the blind guest.

But they all had something in common. They all did it because they wanted to. To them all guests were important and for that reason a seed was planted in the hearts of many guests with a more positive attitude of the Center and who we represent - The Mormons.

During this holiday let us do like those people we have mentioned here. We at the Center should extend the Aloha spirit to those patrons who pay to come here and see us.

Another Record

The Reservation Office has hit another plateau in the area of Ambassador sales. Monday, November 7, the Sales Department had hit the highest total Ambassador sales in one day. Guess what? A whopping 162!!! 101 of these sales were made by the Laie and Waikiki Ticket office. The remaining 61 were made by the Accounts Receivable sales. Fia Mau, the Reservations Manager, attributes this success to the newly formed office competition.

Four teams have been established within the Reservations office, the Blue, Red, Yellow, and Green teams, which are competing with each other for the highest Ambassador sales for the month. Thus far, the red team (Tim Ellsworth, Team Captain, Ivanelle Moeai, Francis Ho Ching, Moana Crismon, Susan Marsh, and Eileen McCoy) are in the lead with 194 sales for the month. The Blue, Yellow, and Green Teams follow in that order.

Village Corner

The Village Operations Department would like to welcome aboard M. Tevaga, S. Kauli, A. Mapuhi, K. Kaina, T. Laumatia, S. Malaueulu, P. Uluave, R. McCulloch, and G. Guinn. These people are now working as the new grounds crew for the villages. A luncheon was held in their behalf last Tuesday, November 15.

Veteran's Day Incident ! ! !

It was most unfortunate for Rubina Forrester to spend part of her Veteran's Day in the elevator. Last November 11, Rubina of the Village Operations was trapped inside the elevator of the employee's building for 1 1/2 hours. After she came out of it, she still looked cheery. When asked how the experience was, she said "It was a sweaty one" Thanks to our PCC Security, the Safety Department, Paul Benzmillier and the Fire Department for the rescue of Rubina.