



# Employees Give thanks

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Polynesian Cultural Center Employee Newsletter • Laie, Hawaii • Published Weekly • November 16, 1984

## Worker awarded for warmth, honesty

This week, Ula Leiataua of the Samoan Village has been awarded the General Managers \$25 award for her warm and honest service to a Center guest. The following letter of praise was received from Mrs. Norma Bryson of Rogers, Arkansas.

Dear Sirs:

My daughter and I were lucky enough to have the pleasure of spending a week on your lovely island. A trip we will never forget, for words cannot tell the beauty we saw there. Someday we hope to come back, and spend more time.

I want to praise one of your students. And highly recommend her for the award you give, for outstanding student of the month.

On the third of this month, we took a tour of your Cultural Center, and it was outstanding. The highlight of our trip. But I had made a horrible mistake; we were watching the Samoan program, and when we moved over to see the demonstration on the coconut, I left my purse behind on the bleachers. After the demonstration I looked for my purse and it was not there. I nearly fainted, my nerves went out of control and I could hardly breathe. All our plane tickets, credit cards, money, I.D. cards everything gone. I had never done this before, and never could explain the horrible feeling.

Well, here was this angel from Heaven, Ula Leiataua. The lovely narrator of the program. She had found, and kept my purse for me. I tried to give her a cash reward, but she would not accept it. I was crying and shaking and she put her arms around me and helped me get my composure back. She gave me her lei and wished me well. God bless her forever.

I went on to see the other villages, and started asking questions. There was a sweet little girl at the chapel that gave me your address. So I could tell you how much Ula had done for me.

Ula even came to our hotel, Prince Kuhio, on Thursday, and brought us hats, that her people had woven. We were not there, but she left them at the desk.

God has a special place for her, I know. And she will be rewarded by him some day.

If you could, would you give her an extra bit of praise, for being so honest, and warm, to

an extremely forgetful old woman.

May your good work prosper, and God's blessings be with you always.

Yours Truly,  
Norma Bryson



Ula Leiataua

## Super sales for 'Extra Miler' Terry Montgomery

Terry Montgomery of the Waikiki Ticket Office, has been recommended for the Extra Mile Award by Manager Finau Pilimai.

According to Finau, the ticket office was given a selling goal for the month of October of \$81,000 worth of ticket sales. Each ticket agent was given a certain amount of sales that they were accountable for. Terry was given the amount of \$25,000 for her sales goal.

During the month of October, Terry more than met her goal by selling not just \$25,000 but \$49,000 in ticket sales. Terry was also responsible for the sale of 319 of the 594 preferred seating tickets sold during October, and 54% of the complete package sales.

Terry who works from 8 a.m. to 5 p.m. Mon. through Fri., began working for the Center in 1980 and has worked in various departments including the Hawaiian village, Theatre and has worked with the Ticket Office since July of this year.

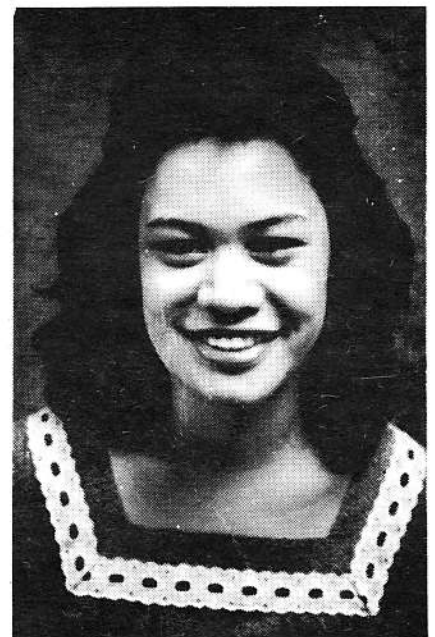
Congratulations to a real extra mile saleswomen and employee.

## Shop Polynesia trainer goes to California conference

Shop Polynesia Supervisor Laura Colbert will be attending a special Marriott Host International training conference in Santa Monica, California from November 26 to November 29. Laura, who has been working at Shop Polynesia for four years, says that the conference will teach supervisors such as herself how to train other Host sales associates.

As part of her responsibilities with Marriott Host International, Laura has been designated as the Retail Trainer for the state of Hawaii and may have the opportunity to train Host personnel in other shops besides the Center's Shop Polynesia.

The training sessions, including trainers from all over the nation, will be held at the western world headquarters of the Marriott Host International Corporation. According to Laura, the Host Corporation has made excellent training a high priority in their organization, depending on the training programs for good employee performance.



Terry Montgomery

## Cultural Corner

*Institute for Polynesian Studies*

### The Polynesian Personality

Many observers on many occasions throughout the history of Polynesia have attempted to describe the Polynesian personality.

The Maoris in the 1830's were described by R.W. Hays as "cunning, easily taught, clever, fond of show, hardy and, capable of undergoing great fatigue." Thomas McDonnell wrote that they were "fond of their children and are kind to their slaves, who, in a short time after capture, are considered as a part of their family".

Basil Thomson who visited Tonga in 1890 described the people there as possessing "...a vivacity of manner, a use of gesture to illustrate speech never seen among their cousins of the southern islands. The men stride down to the wharf to meet the steamer, not ashamed to show that they have curiosity".

The word which has misrepresented the Polynesian personality the most over the years has been the four-lettered "lazy". In his book *Polynesians* J.E. Weckler writes: "We must not make the mistake of dismissing the Polynesian viewpoint by simply labeling them "lazy". The islanders can and do work prodigiously when they see some point in doing so. They still prefer to work in cooperative groups under the leadership of a man of high prestige as they did in aboriginal days, to make a social occasion of the task and to enliven it with friendly competition among the workers. Under such conditions they work intensively and continuously until the job is done, then relax at a feast given in their honor. In comparison with this socially satisfying way of working, the routine jobs of the plantation offer no attractions to the Polynesians. Their material needs are slight even though they now buy kerosene, cloth, metal tools and utensils, soap, and a few other items from the trader. The Polynesian householder is willing to dry enough coconuts into copra to trade for such necessities and luxuries but not willing to work at uncongenial tasks beyond that point. He feels that to grub for money that will not buy anything he really wants and yet will leave him little time for socially satisfying pursuits is a definite lowering of his standard of living. He works to live, sees not point in living to work."

## Employee Education Corner

*Bryan Bowles*

### Z-M

Eating Wheaties builds strong bodies.  
Drinking milk builds strong bones.  
Watching Joe Moore builds tolerance.  
-and-  
Z-M builds strong supervisors.

What is Z-M, you say? A new vitamin or perhaps a protein powder? No---it's something much better. The effects of vitamins and protein powders wear out eventually, but Z-M gets stronger and better with time.

Z-M is a series of workshops which teaches our supervisors specific key actions. Each week they gather in the training room to work on a new topic. They complete work-

sheets, watch a short videotape, discuss their concerns, and participate in role-playing.

Are they becoming better managers? Definitely!

Watch Mildred Cashman learn to praise her workers.

Watch Nona Enesa improve her interviewing skills.

Watch Newman Lake set clear job standards. Watch Waitohi Elkington competently correct problems.

Watch Karla Lombard skillfully teach a new job.

Watch Eleanor Ah Quin communicate with confidence.

Thank you supervisors for taking the time to advance your good work at the PCC, and thank you Vai Laumatia for teaching the Z-M workshops!



## Twenty-four continued service employees honored

During the October 13, 1984 Anniversary meeting, 25 employees were honored for their continued service of ten or more years.

Vice President of Personnel John Muaina and Personnel Director Sam Langi have announced the addition of 24 names to that list.

Congratulations goes to the following employees for their service and stability as Center workers:

### 10 years

Vai Faamaligi  
Lily Kama  
Max Purcell  
Carolyn Purcell  
Malamalama Tuia

### 11 years

Eleanor Ah Quin  
Siliva Brown  
Mary Fonoimoana

Leilani Kahuena  
Hannah Kaina  
Alofa Magalei  
Mafi Sua  
Tigi Tapusoa

### 12 years

Keith Awai  
Lloyd Chandler  
Ken Coffey  
Sione Falevai  
Melenaito Tovo

### 13 years

Andres Macatiag  
Fuatai Macatiag  
Tauamo Malufau  
Rorri McCulloch  
Fasi Tovo

### 16 years

Malia Leiataua

## Center talent perform on Big Island Showcase tour



Several Center employees toured the Big Island last week with BYU-Hawaii's musical group Showcase Hawaii as they entertained hundreds during community, school and church performances throughout the island.

Beginning Wednesday, November 7, the group performed in Hilo, Honakaa, Kohala, and Kona, returning to Laie Sunday evening. The group headed by Director Greg Tata, included Alumni Nolan Reed, Charles Goo, Howard Lua, Rex Frandsen, Haunani Kaanaana, B.J. Fuller, Lucky Fonoimoana, Ted Maeda, Valma Josiah and Al Roy.

Performers and other group members included: Toa Tawa, Kimu Huddy, Jim Anderson, Bryan Bott, Gary Leveque, Jimmy Bayona, Suliasi Tukuafu, Alex Leong Lui, John McConnell, Jared Takeuchi, Richard Soares, David Bitnoff, Jim Paulo, Tane Kaka, Milton Kaka, Richey Kobayashi, David Pachecho, Nephi Davis, Rik Orton, Joseph Baker, Esta Kershaw, Rangi Te Hira, Kia Elkington, Tracey Campbell, Annie Jensen, Wendy Shieh, Lila Sorenson, Deanne Hook, Darlene Arnold, Robyn Morris, Lecia Fullmer, Heather Sandstrom, Sheryl Perkins, Krissy Ayon, Mihi Borel and Raewyn Shelford.

## Na Hoa Pono Yearbook comes to the Center



*This is just one of the pictures you will see in the 1985 Na Hoa Pono Yearbook.*

Dozens of students working at the PCC got "flashed" last week. And some of them will end up in the 1985 Na Hoa Pono yearbook.

BYU-H Publications Director Edward Kanet, toured the Center last Friday, taking pictures of students while they were working. More than a dozen of them are scheduled to appear in the university's yearbook as part of the two-page coverage offered to PCC.

While some were shy, for the most part everyone seemed to want to get into the picture, Kanet said. And he intends to put as many of the pictures in the book as is possible.

A real effort is being made this year to cover "the people" who work for or are schooled at BYU-HC. Covering PCC, which employs so many of the students and contributes so much financially to the institution, will make the book that much more comprehensive and therefore meaningful to those who buy the book.

The 1985 Na Hoa Pono, to be distributed in April, now costs \$15 and can be purchased at the BYU Cashier in the Administration Building.

## Group photo for sale

All those interested in ordering copies of the employee group photo, should contact Tammy Au at ext. 3043. Orders and payment must be made by the November 19 deadline. No orders will be accepted after that date. The cost of the 3 X 10 inch black and white photo will be \$1.50, and should be paid to Tammy Au in the Special Projects Dept.

## Air Force Day

More than 200 Air Force personnel and their families are expected to attend the Cultural Center activities this Saturday, November 17, for the special Air Force Day at the Center.

Coordinator of military sales, Andy Macatiag, says that special activities for the Air Force people will include a special salute during the matinee show and performances of Air Force songs during the Brass Band concert.

Other branches of military will be honored during November and December as special Saturday's are set aside for Army, Coast Guard, Navy, and Marines.

## Thanksgiving Pie Sale

*Food Service Department*

*November 21, 1981 - 11:00 A.M.  
At the Lanai Snack Bar*

*\$3.00 per pie  
First come, first serve!  
No pre-orders taken.*

## Kiki Day

The Cultural Center and KIKI Radio will celebrate their combined promotional with KIKI Day this Saturday, November 17. Popular deejays Tom Moffitt, Ron Wyley, Frank B. Shaner and Kamasani Kong will be at the Center all day to enjoy the activities with the 2,100 prize winners, Kamainas, and other Center guests.

At 5:00 p.m. there will be a special awards ceremony in the Theatre to present prizes for the Grand Drawing. Prizes include \$1,000 cash, neighbor island weekend vacations, color television sets, gift certificates and stereo radios. The awards ceremony will be followed by a special 6:00 p.m. performance of "This is Polynesia". You must have show tickets in order to attend the awards ceremony. Employees not eligible for prizes.

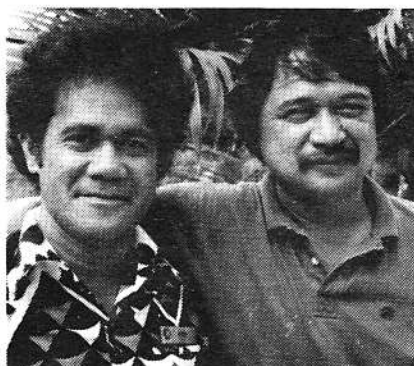


**Question:** *With Thanksgiving approaching, what are you thankful for?*



**Catherine Lim - Graphics**

I'm thankful that I can come to BYU-HC to continue my studies. I'm thankful to my parents for supporting me and making this trip possible. I am very grateful and thankful to my parents for raising me as a Christian, letting me go on a mission and now to attend school. I am really so thankful to my parents for their love and concern and to Heavenly Father for all these blessings.



**Fasi Tovo - Theatre**

I am thankful for my family, that I am a Mormon, and the opportunity to work at the Cultural Center. I am very thankful for my friends and the employees in the Theatre Dept. that make it possible for me to enjoy my work.

**Joe Chang - Theater**

I am thankful for my family, and that Fasi Tovo teaches me good tennis...



**Ofa Talakai - Seamstresses**

I am thankful for the great opportunity I have had to work at the Center for the past 18 years, because our Heavenly Father gave us this place to help us get our education. I am thankful to be able to learn from the different personalities here and am especially thankful for the friendship and cooperation of the people I work with.



**Carla Kelela Talakai Lombard - Reservations**

In our travels with the military, we have been in countries that have not enjoyed the freedoms of America. So I am most grateful for a land that allows religious expression. I am also grateful to have a chapel to go to, because in many countries they didn't have a chapel to meet in at all.



**Kerry Pere - Graphics**

I'm grateful that I live in a country where I am able to work for my needs, where I have food to eat, a safe home to sleep, and freedom to practice my beliefs. These are blessings that much of the world lives or dies without and that I hope I will never take for granted.



**Mary Tanuvasa - Reservations**

**Eloise Kamauoha - Reservations**

We are thankful for employee lunch and for the free turkey dinner that we will get on Thanksgiving because we will be working. We are grateful for the life we have, for friends and family.



**Ben Nihipali, Jr. - Cashroom**

I am thankful for health and strength and my family.



**Julie Sii - First Aid**

I am thankful for the Church because it gives us strong families and understanding of our purpose here.



**Cindy John - Ice Cream Hut**

I am thankful for my family, the chance to go to school, this place to work, our country, good friends and the gospel.