

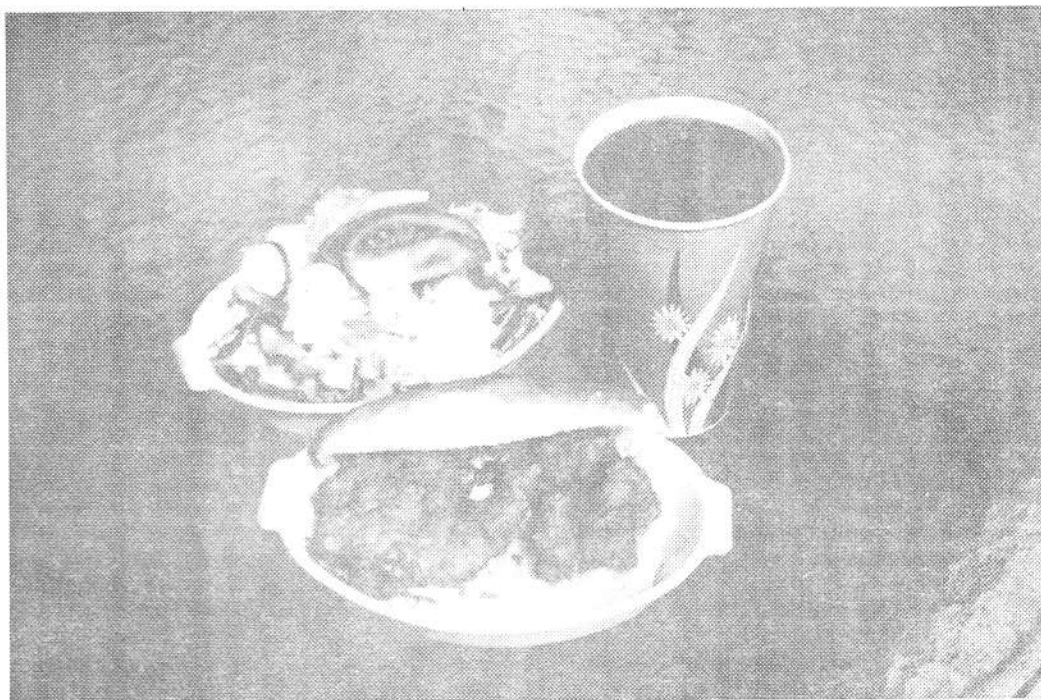


POLYNESIAN CULTURAL CENTER

# UPDATE '87

Employee Newsletter

Friday, February 6, 1987



## Concessions Brings Chicken Back To Life

On Monday, February 2, 1987, the Concessions Department's 'new menu' program began with a bang! A memo was sent to Max at the Gateway Restaurant to "increase the buns" which they now bake fresh daily for the KauKau.

These buns are used specifically in the creation of the 'Chicken Sandwich' -- a popular choice from years ago that has been reinstated in the new menu and has obviously retained its fame.

Nona Enesa, Concessions Manager, related that they had forecasted for 75 Chicken Sandwiches to be sold on busy days (Monday, Friday, and Saturday), and 50 on slow days. They have already had to increase the number to 175 for busy days and it hasn't been a week yet!

Nona said that one reason for this is that a lot of employees are coming now because of the new choices and prices (a Chicken Sandwich for employees a few years ago was \$2.00 and now it's \$1.50 and Fish N Sticks were

\$2.50 and now they're only \$1.60!).

Last year the decision was made to add to the menu since some guests had commented about a lack of variety in choices when they filled out a survey on the Center. For that reason Concessions has been working hard to give our customers a good product at a reasonable price. It sure seems to be working. There have been no customer complaints.

Concessions received the extra challenge last December of adding a 4% tax to all items sold. They have worked this into their prices so that you pay the price on the menu and nothing more. This procedure has proven easiest on both the customer and the employee.

Nona stated that their Fish N Sticks sales are going well too. Also, their Green Salad has been a very popular side order. It was projected that they would sell no more than 25 a day but they keep selling out!

She said that she always expects

the worst when you make changes but that this past Monday was so fluent it was nice to be able to move on to other projects.

The Concessions Department has been given some challenging sales goals which they are working hard towards reaching. The employees are working on the theme of "service" which Nona says "leaves no room for complaints". She said that this theme came from our General Manager, President Rodgers, and that it's going really well.

One of Nona's struggles is that of staff turnover which occurs every few months (or every semester). She said that retraining is hard but "we keep trying".

Nona also wanted to compliment Max Purcell on the buns saying that "they're doing a really good job".

Cooperation between these two departments has been an important factor. We wish them the best for this new year -- and if you haven't tried their buns you'd better hurry, they're going fast!

# What's Happened To Service

Mike Foley

You've heard of Miami Vice, but how about Miami Nice? That's a three-hour course in courtesy that all 5,000 cab drivers in the Florida metropolis are required to take; and since they started, the number of customer complaints have dropped by 80 percent.

The fact that the drivers, or anyone else working with the public for that matter, have to be trained to be nice indicates we have a real problem in America: it's hard to get good service.

The cover article in the February 2nd issue of Time Magazine points out, however, that the problem is pandemic: "Personal service has become a maddeningly rare commodity in the American marketplace. Flight attendants, salesclerks and bank tellers all seem to have become too scarce and too busy to give consumers much attention."

Sears may have learned this lesson the hard way, Time reports. The largest retailer in the U.S. managed to "smudge its image in recent years by grouping its salesclerks around cash registers for fast checkout, which reduced the number of employees who were in the aisles to answer questions."

Even if employees are willing to wait on customers, all too often they don't know enough about their company products to be of help; or else they're unwilling to make any extra effort. Time reports how this last case has been worked into a routine by a popular comedian who chided a supermarket clerk for failing to say thank you. "It's printed on your receipt! she snapped."

We don't have to look too far to find examples of poor service and workmanship, however. How many times have you found bugs in your cereal boxes lately? or bought something only to find that it doesn't work?

Even the Cultural Center is not immune to such problems. John Muaina, Vice President of Customer Satisfaction, reports this past weekend a guide told a guest he couldn't take a tour because most of his fellow workers had called in sick -- which certainly isn't the guest's problem. Or of another guest who asked where Samoa was located, and was told he had to go to Tonga instead. The visitor complained he never did see the Samoan village.



"There was a couple in the restaurant recently who had their dinner plates and were told to sit in a particular section, which was full," Muaina says. "So they were told to go upstairs, which was also full. When they came back, they were told to go to another area, which was also full. The finally got a seat only after the lady threatened to ask for a refund, but by that time their food was cold."

President Rodgers recently told the management team about a village worker who was asked by a visitor for directions to the bathroom and was sent off but could not find the place. She returned to the village worker and asked again, but this time was told, "What do you want me to do? Hold your hand?"

The lady was embarrassed, and that incident should never have happened,

especially here in Hawaii where "aloha spirit" normally embodies good service, nor at the Center where we're supposed to believe in the Golden Rule.

Fortunately, Muaina points out there are also examples of good service. "This elderly couple staying at Turtle Bay had lost their car keys," he says, "so one of our mainland Chinese students went to the restaurant and looked all over but didn't find them. Then he called the car rental company and asked them to send out a spare set of keys; and while waiting for those keys to arrive, even made arrangements to drive the couple back to their hotel, if needed."

"This was good service," Muaina agrees, "but it was not especially going the extra mile. He was, instead, just doing his job."

And so should we all!

## Let's Be Honest

President Rodgers reminds all employees that punching another employee's time card in or out will result in termination if the person is caught.

"It's not only illegal, but immoral," he says.

He also reminds all employees that the willful destruction of Center property will result in immediate termination.

President Rodgers notes there have recently been several cases of vandalism in the men's locker room, for example, and that the Center will offer a \$100 reward to anyone turning in such a violator.

## Customer Satisfaction Letter

Dear Sirs:

I would like to take this time to thank you for the best time I ever had.

On January 14th myself and a friend came to the Polynesian Cultural Center.

We were on the VIP Ambassador program. We understood that this was a new program. I must compliment you. Our guide was John. He was excellent.

The dinner was great and throughout the day we were totally impressed with your employees and how much they seem to enjoy working there. WE were shown respect and kindness that we will never forget!

Also, there are no words to describe our pleasure that we received from the

## New Computer Officers Voted In

Congratulations to the new officers for the Computer User Committee. They are:

Chairperson -- **Verdetta Kekuaokalani of Village Operations**

Co-Chairperson -- **Enia Riggs of Personnel**

Secretary -- **Terri Hampton of Maintenance**

evening show.

Thank you again. See you next year.

Sincerely Yours  
**John J. Bahr**

## A Whole Day Experience

On December 29, 1986 our new pricing structure went into effect. The Reservations Department has seen many more satisfied guests with the variety of packages now available.

Fia Mau, Reservations Manager, commented that "sometimes the guests 'think' they only want the village admission Explorer package. However, if they've purchased the Explorer, we now have the responsibility to upgrade their tickets to include the dinner buffet and evening show". She said, "I feel that the Ambassador VIP package will become a stronger source of sales as the year progresses. The mainland travel agents and local tour companies are beginning to utilize this extra special package".

Any and all employees at the Center can support this new program by being aware that it is possible for our guests to be upgraded from a village admission Explorer package to a day and evening package.



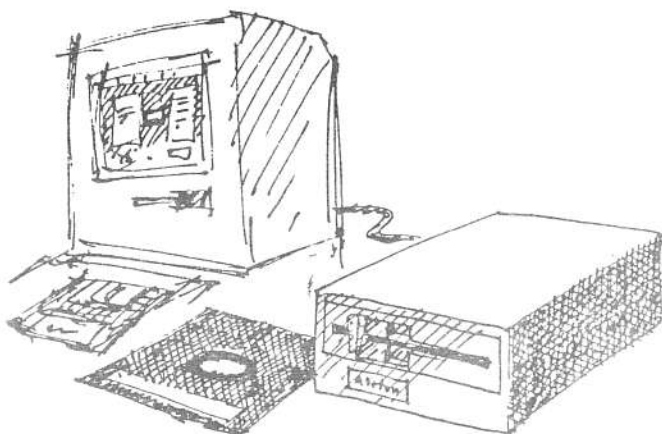
Fia states, "I'm confident that everyone in the Center will see to it that everyone has the opportunity to experience our admission, dinner and evening show. If the guests have only purchased the explorer package, encourage them to stay for dinner and show. The Reser-

vations Office will be happy to assist.

Fia adds that "In 1987 the Reservations staff has been challenged in really 'selling' the whole day experience. With the help of everyone at the Center, I know that 1987 will be a success".



# Computer corner



**Tip For The Week**  
**"Printing Headings and Footings In Symphony"**  
 by Lei Cummings

To make your spreadsheet look more attractive, you can choose Header to create a line at the top of each printed page, or Footer to create a line at the bottom of each page.

To do this, go to your print menu (F9) Print and press Settings Page to access these commands. Press Header and the following prompt will display on the screen's edit line: Enter header line:. Respond by typing your header line, which can be up to 240 characters long. Note that you use the same procedure to add a footer line to every printed page.

Although your header can't exceed one line, you can format the line several ways. For example, you can divide the header line into three parts by using the dashed vertical line (|) key. All text to the left of the | is left-justified on the page; text between the first and second |'s is centered, and everything to the right of the second | is right-justified on the printed page.

You can also have the current date and page number printed on each page by adding a few other symbols. The (%a) represents the current date that is set by your computer system. The (#) symbol is replaced by a printed page number. So, each time you print the worksheet, the page numbers are automatically printed, beginning with the number 1. Below, I've shown you an example of what a header can look like:

Enter Header Line: @|Polynesian Cultural Center Sample Report |Page #

Special formatting symbols entered in this header produce the following header:

06-Feb-87      Polynesian Cultural Center Sample Report      Page 1  
 Try this and have fun in making great-looking spreadsheets! See you next week!

## T-Shirts And Tickets For Sale

Special Projects announces that they still have some employee t-shirts for sale as well as some Consolidated movie theater tickets available. You can pick them up at Special Projects. The t-shirts are \$7.00 each and the tickets are \$3.00 each.

## Employee Menu

**Feb. 6 - 20**

**Friday, February 6**

Chili Franks, Deep Fried Chicken w/gravy, potato salad, rolls, mixed vegetables, drink

**Saturday 7**

Meat Loaf w/tomato sauce, Deep Fried Mahi w/tartar sauce, scalloped potatoes, tossed salad w/dressing, drink

**Monday 9**

Ravioli, Pizza, steamed rice, seasoned peas and carrots, drink

**Tuesday 10**

Sandwiches: Ham & Cheese or Tuna or Egg, Soup & Crackers, tossed salad w/dressing, drink

**Wednesday 11**

Chop Suey, Teriyaki wings or drumsticks, steamed rice, corn, drink

**Thursday 12**

Roast Beef w/gravy, Chicken Stew, mashed potatoes, seasoned Mexican corn, drink

**Friday 13**

Beef Curry stew, Shoyu-Chicken, rice, tossed salad, drink

**Saturday 14**

Salisbury Steak w/gravy, stuffed Franks w/cheese & bacon, steamed rice, California mixed vegetables, drink

**Monday 16**

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

**Tuesday, 17**

Beef Tomato, Roast Chicken, rice, corn, drink

**Wednesday 18**

Pork Adobo, Turkey, rice, peas and carrots, drink

**Thursday 19**

Chow Mein, Beef Broccoli, Fried Rice, Oriental mixed vegetables, drink

**Friday 20**

Laulau, Lomilomi Salmon, Chicken Long Rice, Poi, steamed rice, drink