

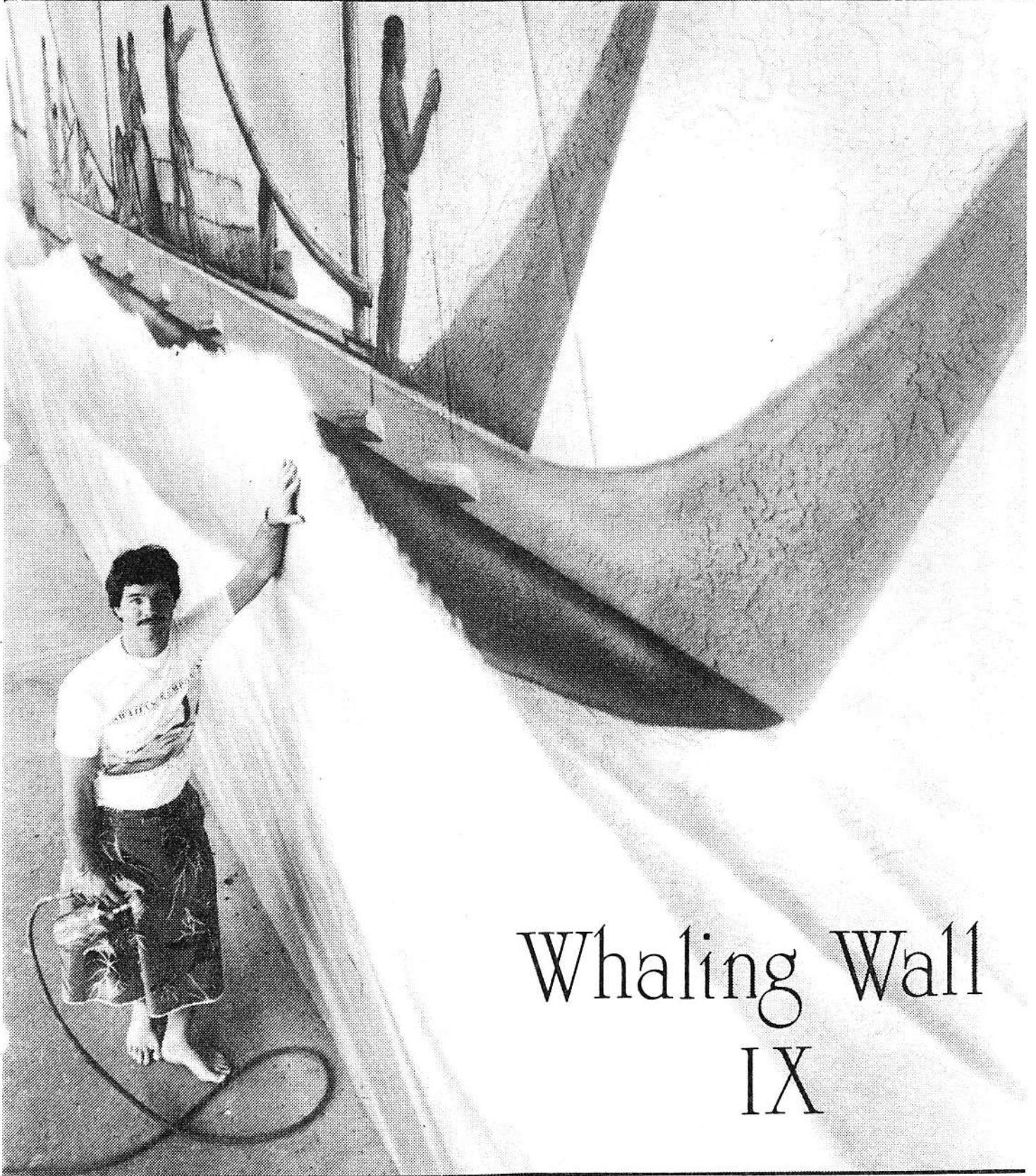
POLYNESIAN CULTURAL CENTER



UPDATE '86

Employee Newsletter

February 7, 1986



Whaling Wall
IX

Whaling Wall IX Dedicated

Tuesday, February 4th. President/General Manager Ralph Rodgers along with Magnum P.I. star John Hillerman dedicated Wyland's ninth Whaling Wall here at the Polynesian Cultural Center. The wall, dedicated to the people of Polynesia, was finished in just over 3 weeks of work by the internationally recognized marine artist. The event began at the Samoan village where the guests of Wyland and the Center gathered for a Polynesian feast prepared by the village employees. Nearly one hundred friends, guests, reporters, and photographers were present, and all were treated to a first class event. After the food was served, Vice President Bryan Bowles introduced actor John Hillerman who briefly addressed those present. He spoke first of Wyland and what he does and then spoke of the Polynesian Cultural Center and what it does.

"The Polynesian Cultural Center is the finest place where people can come to learn about Hawaii and Polynesia," Hillerman said. "When I have friends who come to Hawaii to visit, I tell them that the Cultural Center is the best place to learn about Hawaii. Then if they still don't go, orce them."

President Ralph Rodgers then addressed the group and spoke of pride and the importance of preserving culture. He thanked and complimented the employees as well as Wyland for their quality work.

The village employees not only served the guests native foods, but they also presented Wyland with gifts from their villages after which the entire group adjourned to the wall for the dedication. At the wall, Sielu Avea and his younger brother performed their two man fire knife dance for the visitors, Cy Bridges gave a traditional chant, and Ralph Rodgers and John Hillerman untied the maile lei to officially unviel the wall. After the unveiling, Wyland said a few words and presented Ralph Rodgers, John Hillerman, Nick Nicholas, and Reg Scwenke with limited edition lithographs taken from his whale paintings. The dedication was concluded by Wyland signing the wall while everyone watched.

Everyone who attended — news media, guests, VIP's, etc., couldn't help but be overwhelmed with the event. It owed everyone that the Polynesian Cultural Center really is Hawaii's number one experience and that as President Rodgers said, we really do take great pride in our work. Everyone who was involved deserves credit and thanks for a job well done.



(above) Wyland presents Ralph Rodgers with a limited edition lithograph in appreciation to the Center. (below) Magnum P.I. star John Hillerman delivers his address during the dedication banquet. He named PCC as the 'best place to learn of Polynesia.'





Earlier this week we were visited by the Speaker of Parliament Finland, Erkki Pystynen, accompanied by his wife and several others of state. The group received gifts at each village during their canoe tour. They also enjoyed shopping at our new Marketplace.

Villages Department Under New Manager

David Hanneman, Vice President of Villages and Theater, announced earlier this week a new manager for the Villages Department. Jack Uale, who has been, with the Theater for several years as presentation supervisor was named to the position to replace Jay Akoi who will head the new Marketplace. Other changes included Art Nielson who will be working on special assignments for the administration along with former trainer Vai Laumatia. Vice President Hanneman also announced that Dorian Moe of the Theater Department has been promoted to Theater Presentation Supervisor. The UPDATE congratulates Jack, Jay, Art, Vai, and Dorian as they assume their new assignments and we are certain that we will see exciting things from each of them in the future.

NOTICE FROM PERSONNEL

In order to streamline communications, we are sending this memo to you — depicting the recent changes within the personnel structure. We have reorganized the physical office as well as the individual responsibilities of our office staff. We are very excited about these changes and are looking forward to a very productive year.

Personnel hours are from 1:00 — 4:30pm Monday—Friday.

Personnel Manager — Rose Fa'oliu 293-3185

Employee Benefits — Maka Obina 293-3191

Compensation Specialist — Valerie Enos 293-3033

Verifications/Terminations/PA Input — Paul Benzmilller 293-3184

Available Employment/Orientation/Payroll Requests — Ann Austin

Please call for appointments, to ensure the availability of the above named persons.

Mahalo Nui Loa

Be sure and submit your Valentines for next week's issue of the UPDATE. They should be brief, classy and submitted by 5:00pm on Tuesday, Feb 11th.

February 4th, 1986

Today was a wonderful day at the Polynesian Cultural Center. We dedicated the Wyland Whaling Wall 9.

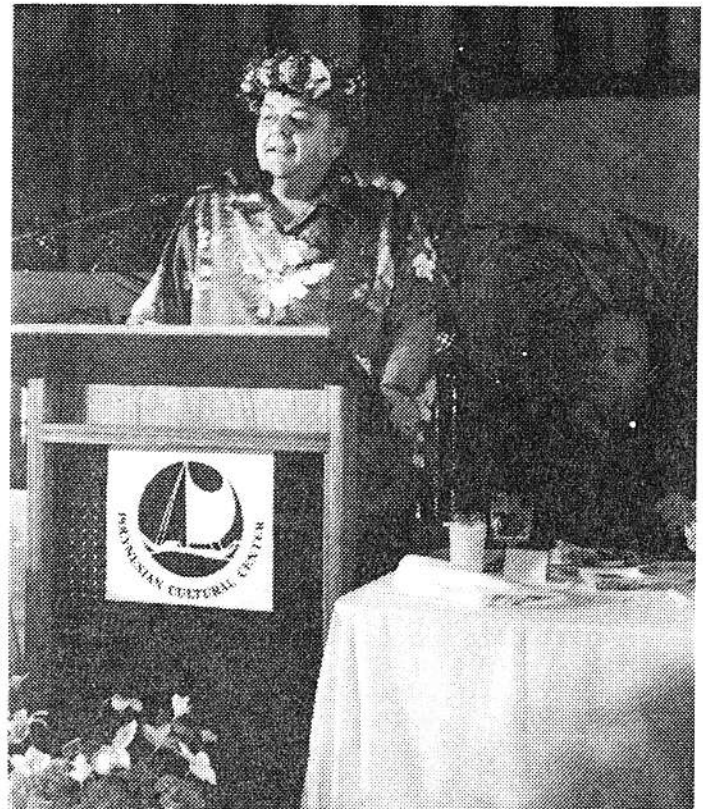
This Whaling Wall is a great addition to the presentations which we offer our guests here at the Cultural Center.

I want all of the employees of the Cultural Center to know that though the Whaling Wall will be noticed and observed by millions of people in the years to come, and lovely as it is, it is no more important than the things that each of you do here every day in connection with your work. The people who work on the grounds and make the flowers look so beautiful, the Maintenance workers who keep the place so clean, the performers, the demonstrators, the guides, the cooks, those who work in the financial office, personnel office, reservation and sales office, and literally all employees make the Cultural Center a showplace.

Today as we held the dedicatory services, I again was so impressed with what a first class operation we have at the Cultural Center. It is totally because of the workers we have here. As I listened to the musicians sing, as I watched the servers bring delicious foods to each of the tables, as I saw our Maintenance workers early in the morning putting the sand and the rocks in front of the wall, as I saw the same workers the night before putting lights on the pillars to illuminate the wall, as I watched our grounds people carefully placing driftwood and coconut plants, I again was reminded that the Polynesian Cultural Center is great because the people who work here are great. I felt that in this edition of the UPDATE I wanted each and everyone of you to know that I am proud to be part of you and to be working with and serving you.

Mahalo for all that you do

President Ralph Rodgers



During the Whaling Wall dedication, General Manager Ralph Rodgers spoke of all the employees who help make the Center succeed.



Last week the Employee Relations Department completed the chess, checkers, and backgammon tournament. Pictured above are participants Naina Pearl, Steve Kauai, Raymond Mokiao, Janelle Carlson, and Christian Wilson.

Helpful Hints

Each week the UPDATE will print excerpts from the employee training manual in an effort to refresh our memories as employees, of the things that make the Polynesian Cultural Center a unique and exciting experience.

The PCC is unique. There is no other place like it in the world. You are now a member of an elite group working in a one-of-a-kind operation.

When the PCC first opened in 1963, many thought that it would be a failure. "It is too far from the general flow of tourists in Honolulu," critics said. "No one will want to go to Laie to see island cultures." And, at first, they were right. Very few people visited the PCC.

What made the difference? People...like you.

A group of dedicated performers who believed in their work at the PCC went to Waikiki to perform for the tourists there and to encourage them to visit Laie. That group of performers, who believed so strongly in their product that they spent their own time to advertise, made a difference. Because of their efforts and the dedication of thousands who followed, the Polynesian Cultural Center is Hawaii's #1 experience.

Today, you don't need to go to Honolulu; instead, guests visit you, but your job is just as challenging. You must be as enthusiastic about the PCC as you would like our guests to be.

So...the greatest asset of the PCC has always been, is now, and will always be - people. YOU are the magic of the PCC.

Today, we meet on a giant stage with the sky as a backdrop. We host more than one million guests each year. Notice that they are guests - not customers, and we are cast members - not employees. We entertain an audience - not open our doors for a crowd. We work onstage or backstage.

We are privileged people to work at the PCC. We are 24-hour-a-day employees because we're singled out as "that person who works at the PCC," with the result that our "off work" life is important. What you say and how you act reflects not only upon our entire organization, but also upon the Church.

We work long, hard hours, sometimes at off times, and always on holidays. But for our guests who come to visit us on a holiday, it is a fantasy come true. Many of our guests have planned for years to visit us. Right now...some person in a foreign land is planning a trip to the Polynesian Cultural Center. That guest's enjoyment here will be affected by what you do. We hope you make the kind of impression which will bring credit not only to the PCC but to the Church of Jesus Christ of Latter-day Saints.

CALENDAR

Friday, February 7th

Roast chicken w/gravy, deep fried mahi, scalloped potatoes, seasoned corn, tartar sauce, drink

Saturday 8th

Salisbury steak, chili frank, potato salad, dinner roll, buttered mixed vegetables, drink

Monday 10th

Deep fried chicken w/giblet gravy, beef stew, steamed rice, tossed salad w/1000 island dressing, drink

Tuesday 11th

Italian spaghetti, roast pork w/gravy, garlic bread, buttered mixed vegetables, drink

Wednesday 12th

Braised beef tips, pizza, oven brown potatoes, coleslaw salad, drink

Thursday 13th

Hamburger steak w/brown gravy, beef broccoli, three bean salad, steamed rice, drink

Friday 14th

Roast beef w/gravy, deep fried mahi, scalloped potatoes, seasoned corn, tartar sauce, drink

For Employees Only!

Employees may purchase copies of the PCC watercolor for \$1.00 without mat or for \$1.50 with mat from the Special Projects office between the hours of 8:00am-5:00pm.

The office is located in the Training Department offices area.

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:

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

Submissions to the UPDATE should be received by Mon. at noon to be included in that week's issue. The UPDATE office is located in the Graphics office, ext. 3116 or Call Darlene Asuega at ext. 3005.