



Polynesian Cultural Center

UPDATE '90

Employee Newsletter

Friday, March 2, 1990

Center Welcomes Dean Wright as Food Services Director



Dean Wright, seen here at the Luau, joins the Center as the new Food Services Director

Dean is no stranger to the area, having previously working as the Director of Auxiliary Services and being named the BYU Outstanding Employee. He also served as the Bishop of the BYU-Hawaii First Ward and also in the Stake Presidency of the BYU-Hawaii First Stake.

Since beginning work here at the Center, Dean has been trying to familiarize himself with the various areas and people he oversees. Always full of bright ideas, he has also been thinking of ways to improve the food services areas of the Center. (See related article on the Luau inside.)

Director Wright's office is located upstairs in the Administration building, but you will hardly find him there as he is always out in one of his areas. Working with his workers and getting his hands into the final product (so to speak). Welcome aboard!

The Polynesian Cultural Center would officially like to extend a hand of welcome to Dean Wright. Dean joins the Center in a newly created capacity, that of Director of Food Services. He will oversee the activities of the Gateway Restaurant, The Concessions area and the Luau area.

Dean Wright comes to us most recently from the campus of Penn State University. He occupied primarily the same position at that institution, however on a much larger scale.

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**Deadline for the next
UPDATE is Tues. MAR. 13**

Food Service Corner

Luau Experiment

Service was the key word at an experiment at the Luau on Wednesday, Feb. 28th. Several changes were made to the Luau "experience" in order to change the guest's perception of the event.

In order that people not have to wait in line, the buffet lines were moved to banquet tables situated close to the tables, these were lavishly decorated with fresh fruits. The foods were attractively served and each dish had it's own unique garnishment. Special fruit plates adorned each table.

Another change that was made was that the hostesses went through the crowd and served beverages.

This experiment was an effort to try things different.

According to Food Services Director, Dean Wright, "an effort to determine what level of service we can handle. We want the Luau to be a more intimate experience." After the Luau that night it was determined that more changes would be looked at as possible improvements.

Going the Extra Mile

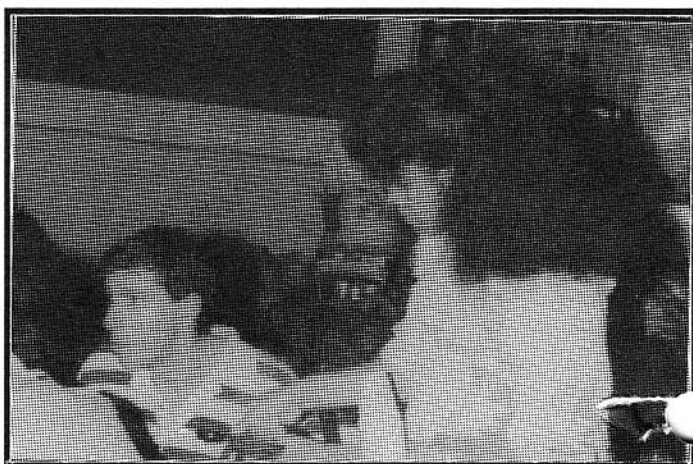
Submitted by Syd Wheat, Personnel Dept.

I was in the Gateway Restaurant the other night (Feb. 21) with my New Hire Orientation group. While I was in there I saw Evalani Tagaoi on of the new Food Service Workers. As I approached her I saw that she was holding a very small infant. I asked her whose baby it was and she explained that there was a couple from the mainland who couldn't enjoy their dinner because their baby was being fussy. Evalani offered to walk around with the infant in order for these guests to enjoy their dinner.

In orientation that day I stressed how important it is to "Go the Extra Mile," when dealing with our guests. What Evalani did truly represented that principle. Being a "new parent" myself, I know how much that couple appreciated her assistance and kindness. I would like to take this opportunity to recognize, and thank Evalani for her "extra" efforts, and unselfish deeds in fulfilling her responsibilities. Keep up the great job Evalani, and hats off to your department for their fine examples!



Guests serve themselves from the lavishly decorated buffet lines.



Hostess Una Hafoka serves beverages to Luau guests. This is an effort to increase the level of service to our guests.

Village Corner

March Village Birthdays



Eloni Qiolevu	3/2
Manase Nau	3/3
David Escaran	3/4
John Ah Quinn	3/7
Maraia Lee	3/12
Mele Ongoongotau	3/13
Sera Colata	3/13
Jessie Maiwiriwiri	3/15
Joe Kapisi	3/17

Sumo Happenings

On, Friday, February 16, 1990, Officer Leighton Kaonohi, better known as "Officer Honolulu" to most school children, brought a large group. By large we mean not just in number but also in size.

This group of Sumo wrestlers from Japan came to Hawaii as part of the 'NO HOPE IN DOPE' campaign. While they were here they presented a very special book to the Center. The group only brought three books and they gave the other two to the mayor and the governor. The book, entitled "Grand Sumo" written by Lorna Sharnoff.



Sr. Vice President T. David Hannemann accepts the Sumo wrestlers gift of respect in the absence of President Christensen.

Employee Spotlight Survey Crew

Pictured at right are some of the staff working on the new Survey Project. Sitting from left to right, Kathleen Emery, Wendy Fuhrman, Stefanie Minen and Lynelle Salanoa. Standing: Willie Kwansing and Jerry Murphy.

For the past three weeks you may have seen the surveyors as they have been working on a study to ascertain the quality of our visitors experience here at the Center. The study is conducted once every quarter. Areas evaluated include the Luau, Gateway, Snack-Bar, Market Place, the Night Show, the Pageant of the Long Canoes, individual



villages, and the Center in general. The information gathered is used for future planning and marketing strategy.

The surveys are conducted under the directions of Stephen Christensen, our PCC Marketing analyst and Mr. Jerry Murphy, a private consultant.

Village Corner

Tongan Promo to Waikiki

For the past month the Tongan village employees and other Village Operations workers have been involved, in a promotional event at the Hilton Hawaiian Village Hotel in Waikiki. They leave every Tuesday at 1 p.m. Beginning at 3:00 p.m. they do a series of three 45 minute performances.

Included in the performances are the war dance called the "Soke"; using large seeds for juggling or "Hiko"; the "Sika" or spear dance; and the "Ma'ulu'ulu" or sitting dance. Besides dancing there are also demonstrations of drumming, weaving, firemaking and coconut tree climbing. During the break between shows the workers are out with the tourists answering questions and promoting the Polynesian Cultural Center. People were very interested in visiting the Center and some of the performers were surprised when they saw some of them here on the grounds later in the week.

The Tongan Promotional Team would like to thank the following people. We would like to thank Pulefano for the special treats. We would also like to thank Penny at the HHV Hotel for the delicious dinners. Our special thanks to Sophia Melega for the headband, bird, and fish weaving continuously throughout the day. A big MALO 'AUPITO to fabulous Pepe of 1920, Lilo, and Tiu for the tree climbing and to Sione Latu's wife Kalolaine for providing food every promo day; to sweet Lupe Akau for thinking and preparing different costumes for the girls to use and also the humorous spirit of Heleni Matafahi and Talanoa Fale. Last, but not least, to the Tongan Chief Manase Nau for letting us go and have a good time at Waikiki.



Tongan Village workers put on a special presentation for the guest at the Hilton Hawaiian Village in Waikiki.



These "AWESOME" drummers gathered crowds with their drumming.



L to R: Semisi Fakatava, Heleni Matafahi, Noa Fale, and Lupe Akau dance the "Soke" or stick dance.



**Valetta Jeremiah
Village Operations
Employee of the Month
January 1990**

Village Corner

Employee of the Month

Valetta Jeremiah, an employee of the Maori Village, has been honored by Village Operations as their January Employee of the Month. Cited for the hard work she accomplishes, especially during the morning clean-up hours, Valetta is also honored for her leadership, her musical talents, and her support of Maori traditions.

Her supervisor, Chief Barney Christy, is not only appreciative of her commitment to the Maori Village, but also for the dedication she has displayed for the Center goals. Congratulations Valetta!

PCC Alumni in Minnesota?

Who would ever think that Polynesians would ever migrate to Minnesota? The PCC Promo team has recently returned from Minnesota and Denver as part of the America West Airlines USA promotional blitz.

In Minnesota they met PCC alumni Sione Hafoka and his family. Sione now has his own Polynesian Revue at the Bali Hai restaurant in Minneapolis. He emcees, sings and dances. He really impressed the Center Promo team. His show is made up of a drummer (his 19 yr. old son), his brother Tevita (lead guitarist), a keyboard player and a bongo player. The two dancers are Filipinos raised in Minnesota, and have never been to Hawaii.

Emili Moala, theater musician, says, "I'm so shocked to see Sione entertaining so well". Needless to say, they stayed up all night reminiscing the old days at the Center. We wish Sione Hafoka well in spreading the spirit of Polynesia in Minnesota.

National Drug Expert Visits Center

Otto Moulton, a Drug expert who worked for President Reagan, and who now works in the Bush Administration visited the Center on Wednesday, February 28th. Mr. Moulton, seen below at the far right, was escorted to the center by Officer Sua of the Honolulu Police Department and his wife and guide Miimatua Mazel.



Men's Volleyball

BYU Provo vs. UH

Mon. March 5
&
Wed. March 7



Location:
Klum Gym
UH Campus

Game
Time
7:00 p.m.

Security Corner

Employee Notes

The security department would like to welcome two new employees.

Sonya Fesolai from New Zealand

Kimberly Chen from Taiwan

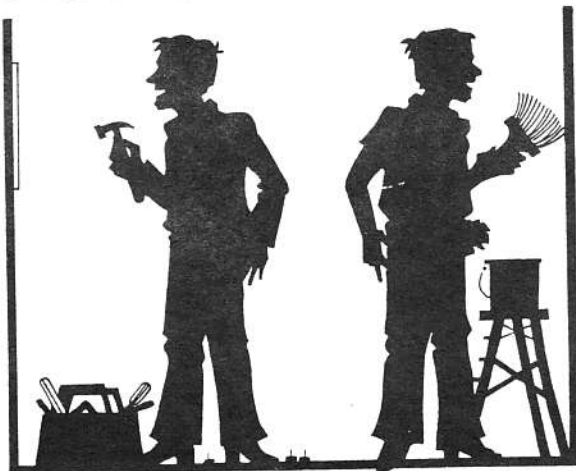
These two workers are both students. Security Manager, Newman Lake extends his welcome to the department.



Maintenance News

The maintenance department said farewell to their workload controller, Alfredo Querido last week. Alfredo and his family have relocated to the mainland.

In other news of the department many projects have been going on which require extra effort on behalf of the works. We extend our thanks for your continueng hard work. Mahalo!



Special Projects has *Interisland* *coupons*

for
Aloha Airlines
only \$34.00
(Cash Only).

No expiration date
PCC Employees Only.

Gateway Corner Employee Notes



**Teni Hafoka Receives
Mission Call**

Congratulations to Teni Hafoka, who has just received her mission call to serve in the California, Oakland mission.

She will be entering the MTC on April 25th. In talking with Teni, she expressed her feeling of being very excited about this wonderful new opportunity.

★ We would like to welcome Dean Wright back to Hawaii we would also like to welcome him as our new boss.

★ Happy Anniversary to Tevita and his sweetheart Nafanua. Twelve years and still going strong!

★ Thanks to all those who put in "extra" effort in order to make the Luau "experiment" work well the other night!

EMPLOYEE MENU

Friday, Mar. 2

Salisbury Steak
W/Onions & Gravy
Buttered Corn
Steamed Rice
Cold Drink

Monday, Mar. 5

BBQ Chicken
Peas & Carrots
Steamed Rice
Cold Drink

Tuesday Mar. 6

Teriyaki Pork
W/ Natural Sauce
Seasoned Peas
Steamed Rice
Cold Drink

Wednesday, Mar. 7

Fried Hoki Fish
W/ Tartar Sauce
Tossed Salad
Steamed Rice
Cold Drink

Thur. Mar. 8

Deep Fried Chicken
W/ Gravy
Buttered Corn
Steamed Rice
Cold Drink

Friday, Mar. 9

Beef Stew
Potato Salad
Steamed Rice
Cold Drink

Monday, Mar 12

Chicken Stew
Macaroni Salad
Steamed Rice
Cold Drink

Tuesday, Mar. 13

Salisbury Steak
W/ Onions & Gravy
Buttered Corn
Steamed Rice
Cold Drink

Wednesday, Mar. 14

Teriyaki Wings
and Drumsticks
Mixed Vegetables
Steamed Rice
Cold Drink

Thursday, Mar. 15







Fish Newburg
Tossed Salad
Steamed Rice
Cold Drink

Friday, Mar. 16

Pork Chop Suey
Staw Parfait
Steamed Rice
Cold Drink

**** This menu is subject
to change without
prior notice.**

March MIS Training

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					Pay Day! 	
				1	2	3
4	5	9:00 a.m. PSI Basic Operator Training 	6	7	8	9
10						
11	12	9:00 a.m. Introduction to Computer 	13	14	15	16
					9:00 a.m. PCC Computer Users Committee Mtg. (Word Perfect) 	St. Patrick's Day 
17						
18	19	9:00 a.m. Introduction to Word Perfect 	20	21	22	23
24						
25	26	9:00 a.m. WordPerfect Column/ Graphics 	27	28	29	30
					Pay Day! 	31

Trivia Rules

• Prizes:

First Prize - Two consolidated Movie Theater Tickets

Second Prize - 1 Box of Chocolate Macadamia Nuts

• Open to all current PCC Employees

• Entries must be mailed/turned in to Special Projects by

Monday at 5:00 p.m.

• Judges decisions are final.

Welcome back to our popular Trivia competition. This week's Trivia is to test your knowledge of the 1990 PCC admission prices. Make sure your entry has your name, department, and supervisors name on it. . . GOOD LUCK!

What are the Adult prices for the following packages?

1. Ambassador Passport VIP Service

2. Admission/ Buffet/ Show

3. Admission/ Luau / Show

4. Dinner / Show

5. General Admission

6. Name the newest team member of the Waikiki Sales Account Execs.
