



POLYNESIAN CULTURAL CENTER

UPDATE '86

Employee Newsletter

Friday, March 7, 1986

Isn't It Nice To Be Working With Honest People!

We've all seen the American Express ad where they warn travellers about the perils of losing money on trips abroad. Well, unfortunately George J. Janssen of Anchorage Alaska didn't take their advice. Fortunately, however, he did come to the Polynesian Cultural Center.

This week the UPDATE honors all those employees of the Cultural Center who do so much to insure that visitors get their lost belongings back. Mr. Janssen's wallet was found by a member of the night custodial crew, Soo Hyoung, while he was cleaning the theater on the evening of March 3rd. It contained over seventeen hundred and fifty dollars, credit cards, and many other important items. Soo Hyoung immediately reported the wallet as being found and security was

informed. Later that evening the gentleman called from Waikiki and was soon on his way back to the Center. Custodial supervisor Mary Redira was on hand to meet the gentleman and return his wallet. She related what occurred.

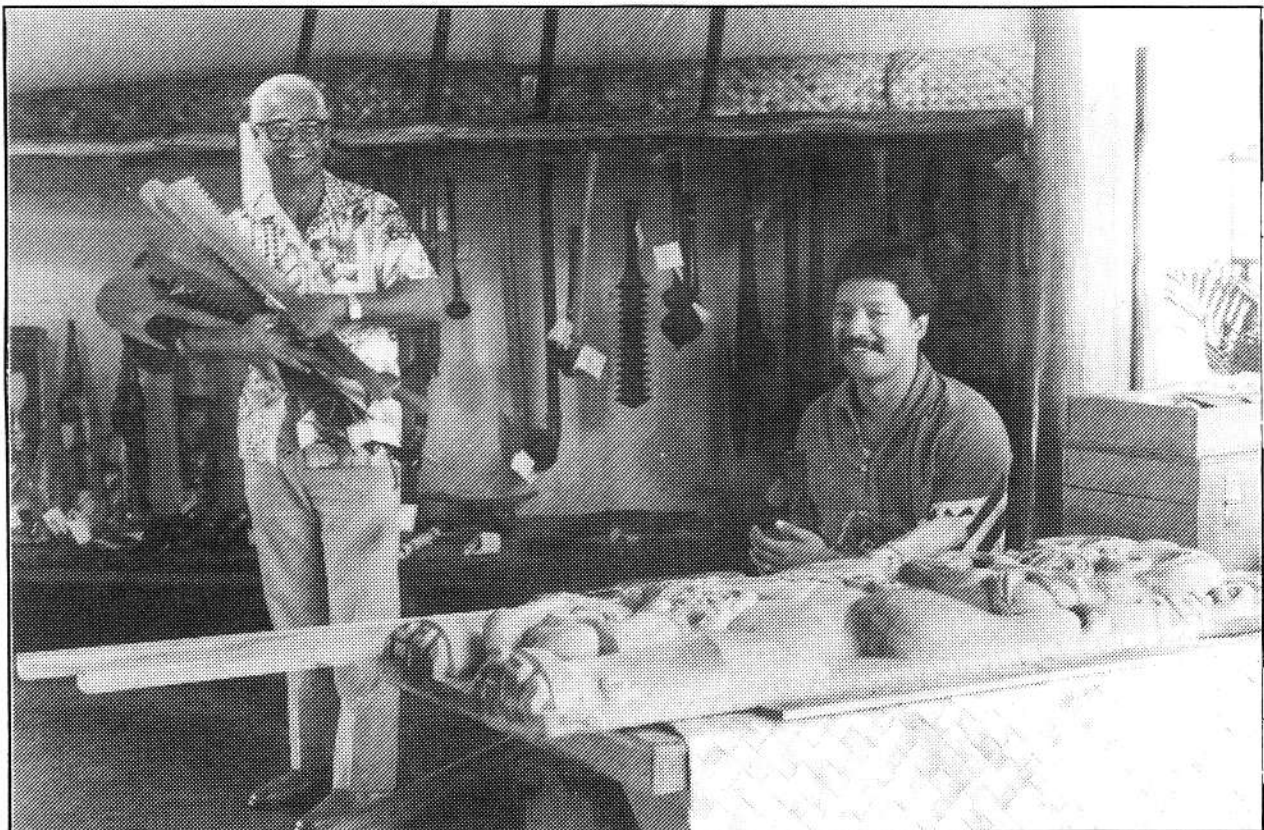
"He was so elated, and I told him how much money was in his wallet and I asked him to check all of his credit cards. He insisted in giving a reward and I refused him, but he threw \$50.00 for the person who found his wallet and \$150.00 to use for the nite crew."

"The gentleman said 'my wife said if you lost your wallet at the Center, I know that the wallet will be found with everything intact.'"

What a tribute to the individual who honestly reported the wallet to his super-

visor, but more importantly, what a great tribute to the employees of the Polynesian Cultural Center and the Church. Each of us can take pride in what Mr. Janssen's wife said about the integrity of the employees here. Hardly a day goes by without some employee turning in some valuable item which he or she found. According to Mary Redira, the custodial crew alone turns in ten or fifteen items each month.

The UPDATE honors Soo Hyoung for his outstanding example of honesty, all the custodians for their many other unrecognized deeds, and every employee of the Polynesian Cultural Center for helping to create a first class reputation. Let each of us strive to do all we can to maintain our reputation and our honesty.



Ed Kamauoha and Dave Eskeran demonstrate some of the marketplace items which have become very popular with guests at the Center (See article on page 2).



Due to past problems with vandalism, Mildred Cashman has been put in charge of the remodeled employee lounge.

Remodeled Employee Area Gaining Popularity

Been to employee lunch lately? It's getting crowded. Want to know what the commotion is all about? Go up and see!! The administration of the Center recently appropriated funds to fix up the employee lounge and lunch area. It is now furnished with beautiful new furniture, a remote control television, vending machines, more lunch tables and chairs, and to top off the list, a state of the art jukebox!!

The remodeling comes inspite of the recent vandalism which has occurred, causing damage to several vending machines and the walls. The solution to the unfortunate vandalism is to enclose the area to be locked at night, and to have a full time supervisor in the area at all times. Mildred Cashman, who formerly worked in the laundry, has taken the responsibility. According to Mildred, she encourages employees to use the new facility, but is keeping a close watch on the furniture and machines.

The lounge hours are from 11:00am to 3:00 pm Monday through Saturday. The UPDATE encourages all employees to use this facility, but to also take care of it.

Marketplace Experiences Success Due To Increased Inventory And Employees Products

You may have noticed recently that more and more guests are spending time in the newly opened marketplace. Much of this is due to some big improvements which the employees in that area are making. According to Teryl Soren, the marketplace's supervisor, the marketplace is starting to become very popular with the Center's visitors.

"We have spent a lot of time analyzing our prices, looking at our inventory, and developing more interesting activities for everyone," reported Teryl. "We have received several large shipments from our contacts in the South Pacific, and people are interested in what we have to sell. Perhaps one of the biggest successes we've had has been improving the stock of items made by employees right here at the Center. Right now at least half of the things we sell are made by employees in the villages, and these things are proving to be most suc-

cessful. Some of our most popular items are poi balls, coconut hats, coconut leaf birds, and of course the cannibal forks from Fiji always get a chuckle."

According to Teryl, the marketplace has a goal of selling one-thousand dollars worth of merchandise a day, and they have recently acheived that goal twice. She predicts that they will soon be averaging that amount every day. The marketplace has also opened a "Tapa room" where visitors can see how tapa cloth could be used as decoration in their homes. Teryl mentioned that "it helps them get the idea."

With the improvements which have been made, and the many additions scheduled for the future, the marketplace is becoming another very successful part of the Center. The UPDATE congratulates the employees responsible for this success.



Nine Common Secretarial Mistakes — And How To Correct Them

These suggestions from the January 17th edition of "The Creative Secretary" are good advice to PCC's secretaries as well as many other employees.

Speaking to others about company business. Remember, everything you see or hear in the office is confidential. You're in a highly sensitive position, a position of honor and trust, a position where highly confidential business and personal information passes through your hands.

Forgetting that your boss is your boss. Maybe it would be better said as "Honor Thy Boss." Either way, don't forget that the exec is the person you've been hired to help. Your loyalty is to the exec and the company. Naturally, loyalty is a two-way street... But you'll find that trust readily begets trust... And when you develop a working relationship where there is mutual trust, you'll find that both you and your boss will work together more effectively.

Acting as though you were the boss. Your boss has the job of making decisions and announcing them—not you. Don't volunteer information to business callers about their specific concerns unless you've been specifically authorized to do so. Never turn over a file, or any papers, without direct authorization, no matter who asks for it.

Making idle comments to your co-workers about your boss. Consider how a harmless remark dropped at the lunch table about the boss spending more time away from his desk than he should could backfire. Repeated by the wrong person, these activities could be exaggerated. And—suddenly your boss personally discovers he or she has the reputation of putting pleasure before business... No matter how difficult it may seem, it is an absolute necessity to maintain silence concerning your employer.

Having long, private discussions with your boss's superior. Even if he or she is a very friendly person, limit your office conversation to general pleasantries... A deep huddle with this chief exec may give your boss the idea you are talking about inside info.

Going over your boss's head. If you have a problem, talk it over with your exec first. Never allow your boss to think that you would pass information or problems upward to his or her superiors. Doing so may cause your exec to feel a lack of confidence in you... And it's all downhill after that.

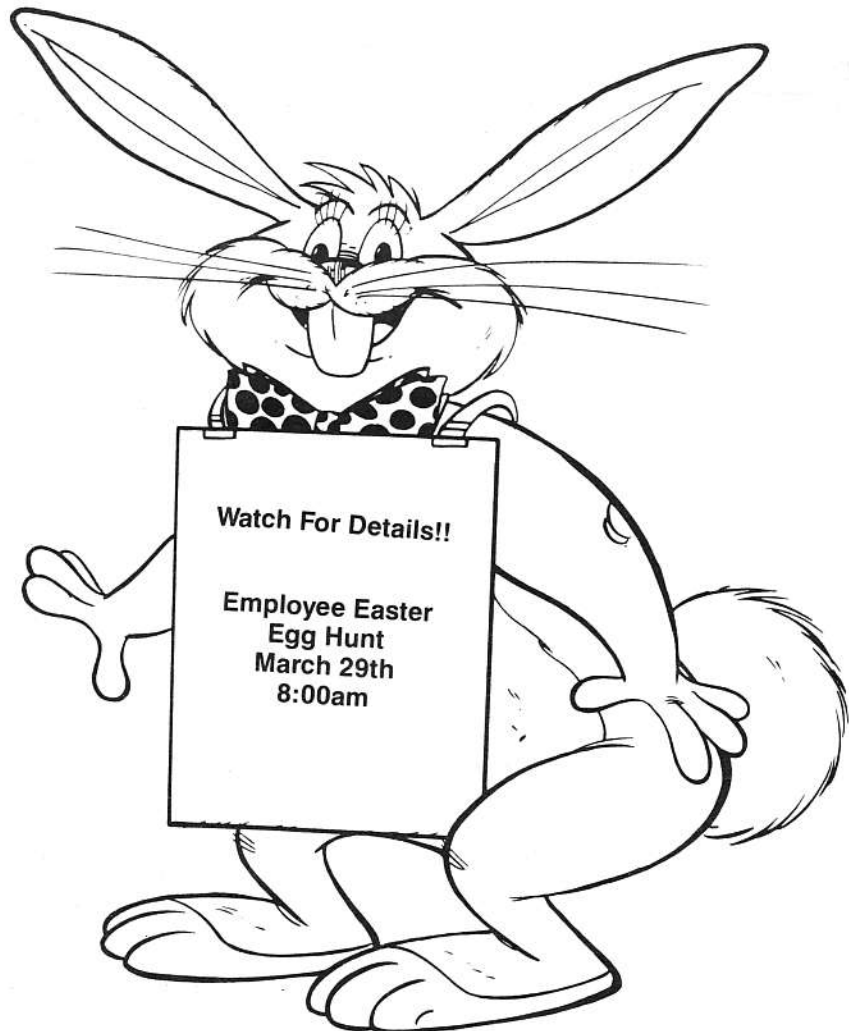
Leaving letters in your typewriter, or unsigned letters in your outbox when you step away from your desk. This is an open invitation to anyone in the office to read correspondence which could be confidential.

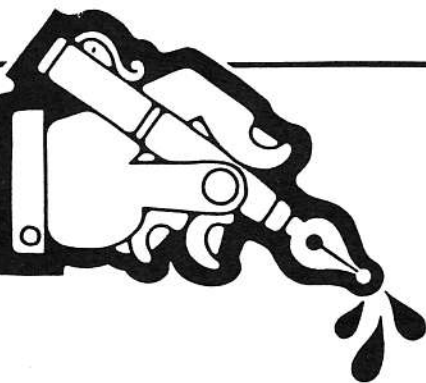
Denying a goof on your part. If you forgot to send a letter on time, don't blame "slow mail"... No doubt he or she will be annoyed, but your exec will respect you for your honesty.

CONGRATULATIONS To the BYU—HC Basketball Team!!

On their tremendous victory over Hawaii Pacific College last Monday.

From the Polynesian Cultural Center we wish them good luck in Kansas City.





*Take note
of this!*

By David Rodgers

There is a very important fact which many of us who have worked for the Center for a few years now are beginning to realize, a fact which many employees have known for many years, and that is that the Polynesian Cultural Center doesn't sit still. Never at any time in the Center's history has the administration thought that we have "arrived" and all we need to do is maintain what we have. Quite the contrary is true. Our leaders are constantly looking for ways to improve, upgrade, and develop new ideas and features to our already successful operation. It is a great lesson for all of us to adopt in our lives and jobs. According to Charlotte Buhler, a noted psychologist who has done extensive research in the area of goals and their usage, "Few people's lives seem to be guided by an overall directive. Their purpose often seems incoherent and incomplete." What's the solution? It's the same solution which has provided PCC's growth and success throughout its history — GOALS.

All of us have many goals, whether conscious or unconscious; However, it's the conscious goals which have a habit of being successful. Take for example a recent goal which the night-show ushers attained. For many years the Theater has struggled with the problem of flash pictures. It seems that no one wanted to listen to the announcements which sometimes were repeated 3 and 4 times. Last year, the ushers adopted the goal to stop the problem, and they talked about having a night when not one flash went off, a goal which to many was totally unrealistic. Their manager even got involved and offered to buy them dinner if they attained their goal. They started by printing flyers, reminding those they saw with flashes coming in, making additional announcements, and walking down the aisles with flashlights during the announcements. Soon the number of flashes began to dwindle and it became what many people were calling a complete success. For the ushers however, they hadn't reached their goal. One member of the group recalls nights when only one flash would go off. "We would get so angry and resolve to do better the next night." Soon, however, their resolve was successful, and no flashes went off. And they did it without being rude or offensive in any way. Now it is almost commonplace to visit the nightshow and not see any flashes throughout the entire show.

There are many examples of goals throughout the Center. There are company goals such as budget goals, sales goals, visitor count goals and forecasts. There are departmental goals such as the Gateway trying to shorten its dinner lines (which, by the way they are accomplishing), and there are individual goals going on all the time which we are not aware of. Sure this goal setting helps the company raise productivity and improves the work quality, but goals do much more for the individuals involved. Goal setting can 1) clarify the expectations of a job, 2) relieve boredom, 3) increase one's liking for the task, 4) build satisfaction with performance, 5) provide recognition for employees, 6) create spontaneous competition, 7) bring self confidence and pride, 8) increase willingness to accept future challenges, and 9) create consistency and persistence in the task. It's by far the best remedy known for procrastination.

There are just a few simple guidelines which the "goal experts" suggest. Goals must be specific and hard. When setting a goal, write down exactly what the goal is. To the ushers it was to "go one night without any flashes," not to "solve the flash problem." Goals must be hard, but attainable. Who would have felt any satisfaction if the ushers had set their goal at only having 30 flashes a night. The other guideline is to have a specific reward at the end. It doesn't matter whether it's large or small, just that you're working toward something. Perhaps the dinner which the ushers got wasn't equal to all the work they put in, but it did give them an opportunity to work towards something and recognize their success when it came. Some experts suggest discussing your goals with others. As you develop goals at work, talk to your supervisor about what areas you should be improving. If nothing else, this would be extremely helpful next time appraisals are done — your performance can be measured very specifically in how well you have accomplished your goals.

So now that you've read this entire article, it's time to set some goals. Your first opportunity is here. Think of one thing which is important for you to improve in your work or elsewhere in your life. Write it down and then start thinking of ways to accomplish your goal. Remember, it's not good enough to just "do your best," you need specific, hard goals!

CALENDAR

Friday, March 7th

Roast chicken w/gravy, teriyaki pork, coleslaw salad, steamed rice, drink

Saturday, 8th

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

Monday, March 10th

Deep Fried Chicken w/giblet gravy, Beef Stew, steamed rice, tossed salad, drink

Tuesday 11th

Italian Spagetti, Roast Pork w/gravy, garlic bread, mixed veges., 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

Saturday 15th

Beef Curry Stew, Teri-Chicken w/sauce, steamed rice, tossed salad, drink

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:

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