

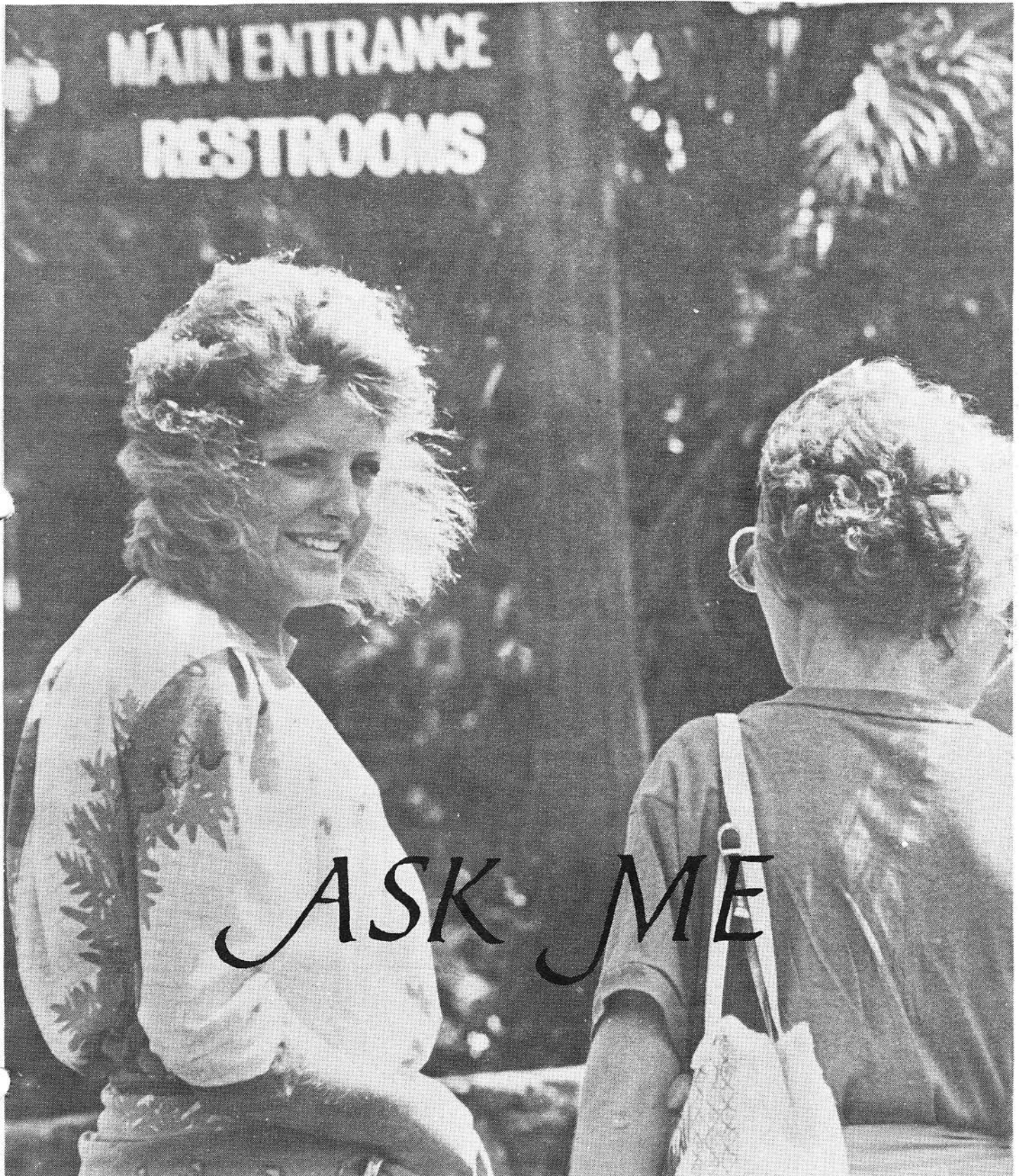


Polynesian Cultural Center

Employee Newsletter

Friday, March 8, 1985

UPDATE '85



Spotlight On...

"ASK ME" GUIDES



This week the UPDATE spotlights the "Ask Me" guides. These employees face many diversified questions as they work daily as the information source for our guests. The slogan "Ask Me" was instituted in November of last year, and the guides began using information booths to replace the guest orientation. As the new plan for helping our guests developed, this group of 15 multi-purpose guides adopted the title "Ask Me Guides." The Cultural Center's guest areas are now covered with "Ask Me" booths, and the idea has been a great success.

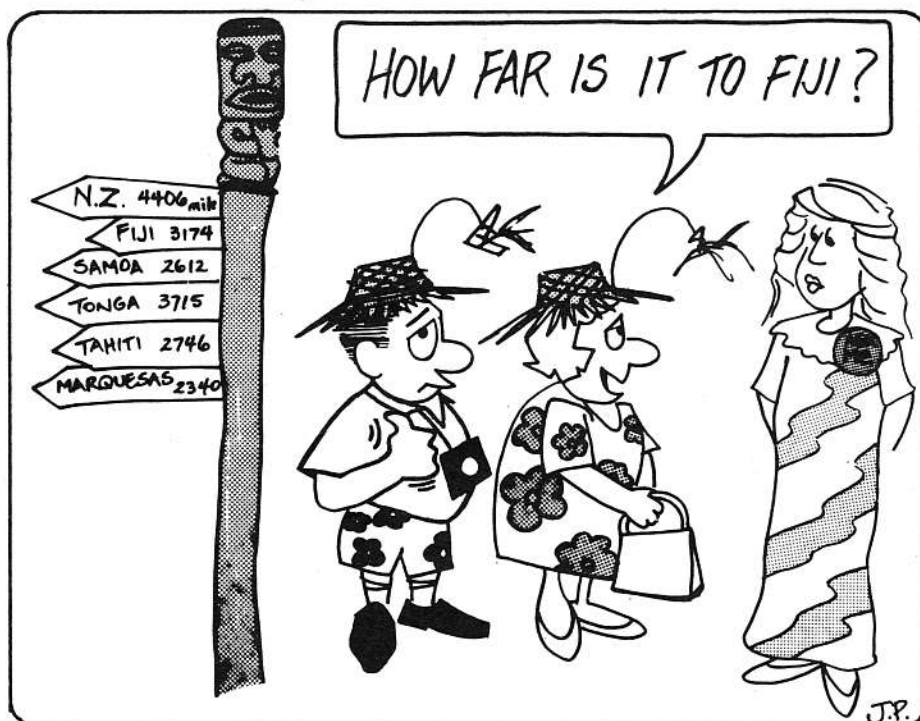
These employees are often asked very difficult questions, which require cultural and ethnical answers, and some very funny and strange questions, to which the answers are more general. For example, just last Friday, Terry Panee was asked "Where is the Polynesian Cultural Center?" which wasn't difficult to answer, but important to not embarrass the guest. Terry and some of the other guides also mention past questions such as "What are those things growing in the coconut tree?" and "What time is your 3:00 waterway show, and where is it held?" Perhaps the funniest one was when a customer was trying to see if these "Ask Me" guides were really the "experts," and asked "What time is it in Turkey?" Unfortunately for the guest, he had asked Merih Cobanoglu, our Turkish Ask Me guide, who smiled, said "4:00am, can I help you further?" One only has to wait by one of the girl's booths for a few minutes before you would hear someone asking the guide out on a date, after seeing the big badge saying "Ask Me." According to several of the guides, the most frequent question is "What am I sup-

posed to ask you?"

Perhaps the biggest challenge the guides face is when they are called upon to deal with a customer who is unhappy. According to several of the guides, the answer is to listen as well as you can, and then be understanding and sympathetic with the guests feelings. According to Terry Panee, one of the biggest joys in the job is to see a customer who is unhappy, and be able to talk and work with them and then see them walk away smiling and looking forward to a fun day. "It's a very

fun job" explains Terry, "And all the guides come to work excited and ready for a good experience. You just have to be outgoing and want to talk to people. Sometimes the best days are when you are in kind of a crazy mood and you just try to talk to everyone."

The UPDATE salutes these employees who stand at their post through rain and wind and summer heat, in order to bring our guests to a better understanding of the Polynesian Cultural Center.



"The Great PCC Trivia Marathon"

This is the fifth week of the Polynesian Cultural Center's "Great Trivia Marathon" sponsored by the UPDATE. Points for this week's questions will be added to the total for the Grand Prize, and a weekly winner will be chosen. After you answer the questions, write your name and department at the top and turn in the completed form to Tammy Au Meyers at the Special Projects office. Your answers will be tabulated and the total points listed. Each week that you participate, your points will accumulate. If you're stumped by some of the questions, fill out the form and turn it in as all you points will be added to your Grand Prize total.

GOOD LUCK!

The winner of last week's trivia marathon was Miller Soliai, who was chosen by a drawing, and was awarded a gift certificate for 10 dollars to the Shop Polynesia. The following people also recieved 12 points: Mike Foley, Mahana Pulotu, Phillips Ieremia, and Leialoha Jenkins.

THIS WEEKS QUESTIONS ARE:

1. How many employees does the entire Maintainance division include? _____
2. How many flavors of ice cream are sold at the Ice Cream hut? _____
3. How many seats are there in the Pacific Pavilion? _____

FOR 5 POINTS

4. Name 5 buildings in the Fijian village. _____

FOR 12 POINTS

5. Name 12 secretaries at the PCC, and the department which they work for.

Name	department	Name	department
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Answers to last weeks questions:

1. January 1979 2. Counter girl at the snack bar 3. 36 and 27 dollars 4. Menudo 5. Ivin and Pearl Gee 6. Terry, Debbie, Warren, Merih, Edwin, Pirjo, Paleni, Michelle, Connie, Angela, Lanae (our cover girl), Katie, Virginia, and Ada

Here are the current leaders points in the great PCC Trivia marathon:

Mahana Pulotu (Tahitian Village)	40
Phillips Ieremia (Tech Services)	34
Sam Langi (Personnel)	33
Rene Tetuanui (Village Operations)	33
Leialoha Jenkins (Purchasing)	33
Grace Edmonds (Training)	32
Mike Foley (Public Relations)	26
Miller Soliai (Tech Services)	26
Solomon Kahawaii (Tech Services)	25
Ofa Talaki (Seamstresses)	25
Ramond Mokiao (Training)	24
Lave Purcell (Theater)	16
Elouise Kamauoha (Reservations)	13
Keith Nako (Personnel)	12



Miller Soliai — Winner of last weeks Trivia says "Thanks for all your help Phillips, I hope you have better luck next time..."



Try ask him...

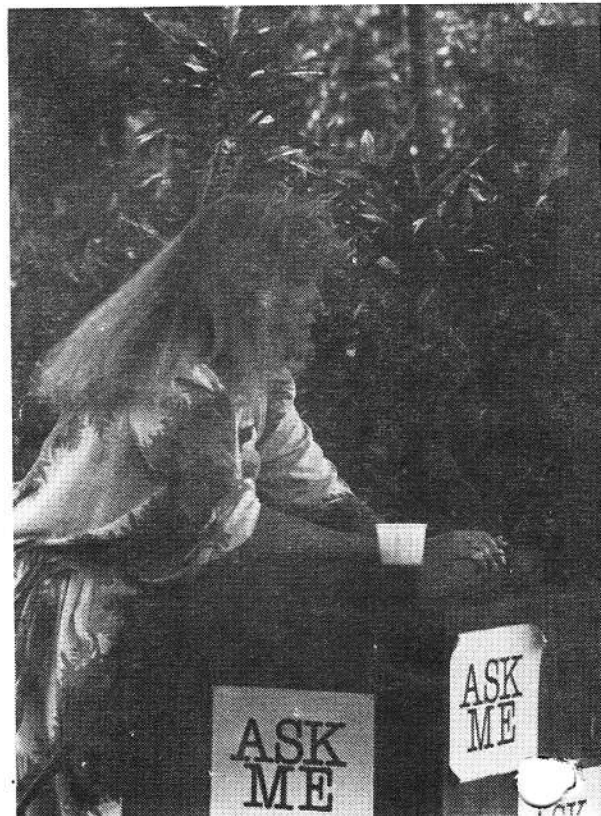
ASK ME Star of the

One of the most things guests see is a big badge. "Me." These badges are the most valuable asset in helping its customers. These badges have been offered by visitors have offered for one badge.

We have attempted many of the badges and to show you how in sharing information with our guests. He and by the way, we behind the badges too.



What are those things growing in the coconut tree?



I don't know...



ASK ME BADGES— Star of the PCC!!

One of the most frequent sights our guests see is a big badge which says "Ask Me." These badges are becoming one of the most valuable assets the Center has in helping its customers. Some of the badges have been very sought after, as visitors have offered as high as 30 dollars for one badge.

We have attempted to photograph as many of the badges at work as possible, and to show you how well they do their job in sharing information about the Center with our guests. Here are the badges, and by the way, we feel that the people behind the badges are pretty important too.



Did you ask them?



I don't know...



Maybe they'll know up from

ALLEGES— the PCC!!

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Did you ask them?



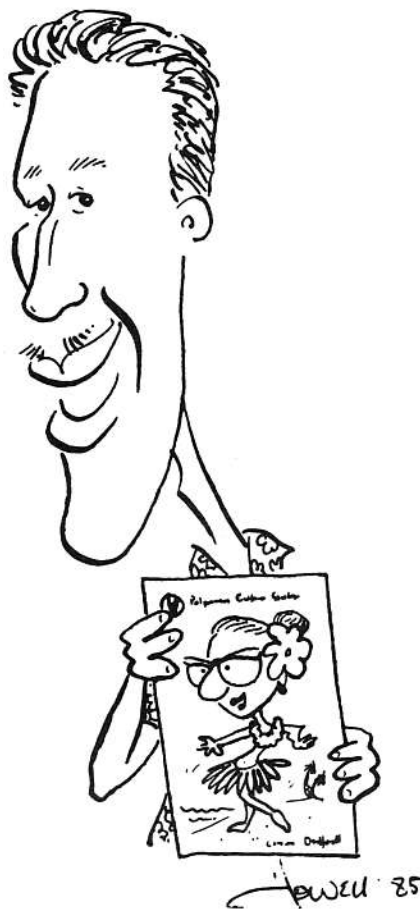
Maybe they'll know up front...

ARTIST JOINS PCC

During the past few weeks, you may have noticed guests carrying funny drawings of themselves. These drawings are the work of the PCC's new caricature artist, Dean Howell. About 2:00pm Dean sets up shop near the Kau Kau snack bar, and then about 5:30 he moves over to the band concert area. All during this time, he has a crowd of people all watching him at work, drawing the faces in about 5 minutes.

Dean began working in a shopping mall in Salt Lake City shortly after he saw someone else doing caricatures. He relates "I saw him doing them, and I thought I could do them just as easily, so I went and got the job." He worked there until he was called to serve a mission in Wisconsin, where he found his talent very valuable. He and his companion would go to shopping malls and fairs and while Dean would draw the caricatures, the two missionaries would talk about the Church. He mentioned that the only thing most people knew about the Church was the Mormon Tabernacle Choir, and that many of them had just returned from Hawaii where they had been to the Polynesian Cultural Center. "Since then it's been one of my dreams to draw at the Cultural Center, and so when I returned from my mission, I came to Hawaii to attend BYU—HC." Shortly after that Dean and his brother, who also does caricatures, went to work on the Windjammer Cruises, and just recently was given the opportunity to work for Polynesian Cultural Center Properties Inc. under the direction of Preston Cameron.

Dean charges 5 dollars for a single person, and 8 dollars for a double, with laminating 2 dollars extra. He does have a special employee rate, and for 2 dollars, will be happy to draw any employee on



their day off, or after work.

The UPDATE asked Dean to do a small black and white for our publication, and he graciously did a self portrait, and although it's no Van Gogh, we can still appreciate the talent and experience that it shows. The UPDATE officially welcomes Dean to the PCC, and we hope he will continue to "draw" a crowd.



Dean Howell jokes with two of our guests as he draws them

CULTURAL CORNER

From the Institute for Polynesian Studies

A ROSE BY ANY OTHER NAME

The island groups in Polynesia enjoy descriptive tags with their names:

- Samoa — The Heart of Polynesia
- Tonga — The Friendly Islands
- Marquesas — The Land of Men
- New Zealand — The Land of the Long White Cloud
- Hawaii — The Land of Aloha
- Tahiti — The Hub of Ancient Polynesia
- Fiji — The Crossroads of the Pacific.
- Easter Island — The Navel of the World

Samoa, for much of its past history, has been tagged the Navigator Islands because of the sailing skills of its men which some of the earliest discoverers observed and admired. However, from 1787 to approximately 50 years later, it was called Massacre Island by the La Perouse who lost 12 of his men there in addition to having 20 of them badly wounded. That the Samoans were labelled treacherous and their islands regarded as places to be avoided because of savagery was unfair and essentially untrue: yet in retrospect Samoa's reputation served as a hidden blessing for the tides of disease, epidemics, immorality, etc. activated by the earliest European contacts which devastated the native populations of Tahiti, Marquesas, and Hawaii and other Pacific islands was kept at bay so that the Samoan culture and the Samoan personality could develop and remain basically intact.

ATTENTION PLAN B PARTICIPANTS:

This is to inform you that there will be a new doctor at the Laie Medical Center. Dr. Neilson, a general practitioner, will begin working at the Laie Medical Center on March 18, 1985. His phone number is 293-1603. His hours are M T T H F, from 9:00am to 12:00 noon, and from 1:00pm to 4:00pm. He opens on Saturday from 9:00am to 12:00 noon.

If there is anyone interested in switching over to Dr. Neilson, you may apply at the Personnel Office. Your coverage will be effective March 1, 1985, and Dr. Fruean will be the attending physician until Dr. Neilson is officially open on March 18, 1985.

Note: In order to be effective on March 1, 1985 you must apply at the Personnel Office now.

"HOW TO HANDLE GUESTS ON A RAINY DAY"

This week the UPDATE introduces a new and continuing series titled "How To" and will be based on employee contributions. Articles submitted should be approximately 100-150 words in length, and based on personal experiences.

In the Samoan village when it starts raining we hurry and get the people inside the big fale. We bring the coconut husking demonstration in and sing and dance for the people. During this time we have the opportunity to share some of our culture that we normally don't have the time to share otherwise. In the coconut demonstration, we sometimes add the legend of the eel and the woman, which is where ancient Samoans believed the coconut came from. We also sing some ancient songs, and the people really enjoy that. The most popular thing which we do is to have a contest among the tourists to see who can guess how long it will take us to weave a Samoan basket. Sometimes the guesses are 5 to 10 minutes, and sometimes they are several hours. The closest guess, which is usually about 5 minutes, gets to take the basket as a souvenir. The most important thing in dealing with the rain is to get them inside, and entertain them with cultural items which they don't usually get anywhere else. In the Samoan village we don't find the rain a real problem, we think it can be a lot of fun. Sielu Avea

During a rain storm it is important to concentrate on helping the person nearest you, and not trying to cope with the entire Center or a big area. An example of this occurred recently as I was walking from the Tahitian village towards the weavers hut when it started to rain very hard. I noticed an elderly couple hurrying in the same direction as me, trying to cover themselves with their personal belongings. I quickly tore two banana leaves off a tree and gave them to the couple to use as umbrellas. They were very appreciative, and it seemed to solve the problem. Even though this wasn't an amazing incident, it illustrates the importance of helping individuals.

Another example I recently observed was in the Samoan village. On rainy days the policy is to close the tree climbing demonstration because the trees are too slippery. On one rainy day several tourists were disappointed because they were leaving and hadn't seen the demonstration. As they expressed that they were sorry they had missed it, two of our village workers, Ailaoa Siilata, and Nauma Malaefou agreed to climb the wet tree. I think it was one of the best shows I've seen put on there, and the guests went away very happy. It is important to do whatever we can to make the Center enjoyable to visit even on a rainy day.

Toalei Toelupe

During a recent rain storm I was particularly impressed with several employees as they went the extra mile to see that the guests were dry and comfortable. I saw a number of our Reservations workers go out to the buses as they came in, and help the guests off the buses while holding umbrellas for them. I noticed that on the evening of all the flooding Raymond Mariterangi and Harvey Alapa stayed quite late pushing the water back from the entrance way along with a dozen or so of their maintenance workers. The most important thing to remember during a rainstorm is to have a good attitude, and try to help others feel it. Remind people of the snow back home, or that this is a once in a life time opportunity to experience a tropical storm. Most of all, have fun. Fia Mau

One of the most difficult thing to do during the rain is to be on a canoe. It is important for the safety of the passengers that they load and unload only at the landings, and so when your in the middle of the lagoon and a storm hits, you're stuck. The only thing you can do is to head for a bridge large enough to cover the canoe and sit the storm out. It's kind of hard to sit under the bridge because you have no script and you may be there for a long time. I remember one guide in particular, Tiafau Purcell, would sing and dance for the guests, and they'd be clapping and having a great time, and often

they would comment that their stay under the bridge had been one of the highlights of the day at the PCC. Sometimes you have to improvise, but it's important to be imaginative even if your supervisor isn't there to tell you what to do. Terry Panee

The most memorable experience I have involving the rain occurred on February 14th, the night we had flooding throughout the entire entrance way. There was at least 3 inches of water everywhere and we had many people stranded in the entrance way waiting to eat at the Gateway Restaurant. As I came outside to see what was happening, I could see David Hanne-man and Steve Rodgers carrying people on their backs across the flood to the Gateway entrance. They were then joined by two of our workers, Robert Colburn and Kirifi Tuaitanu. Together these four must have carried over 30 people across the water before Malafa Tiatia came up with an excellent solution. He and several others got a truck and brought about 20 of the soda pallets around to the front area. These pallets are solid and very sturdy, so we laid them out on both sides of the restaurant and the people were able to walk across the dry pallets. I don't think we had a single complaint about the flooding or rain or anything. It is very important during an unexpected situation, such as the rain, to be open minded in helping the guests, and I think these employees were a good example of this. Max Purcell

OUR CHECKLIST:

1. Become aware of the individual customer, and do what is necessary to make them comfortable.
2. Try to maintain a positive attitude about the rain, and share that attitude with our visitors.
3. Concentrate on the guest's needs, try to continue the cultural experience.
4. Have Fun!!

WRITE TO US

Here are a list of future topics the UPDATE will feature on this page:

- "How to get the most out of your PCC benefits."
- "How to help a guest when they're sick or hurt"
- "How to talk about the Church to a guest without going overboard"
- "How to use goals in your day to day work."

Mr. Rodger's Neighborhood

By David Rodgers

Ask: To seek to obtain by making one's needs or desires known, to call upon for an answer or information.

Our lives are made up of asking, and answering questions. In all of our speech, we either ask, answer, or make statements which are interpreted by others who then ask, answer, or make statements, and on and on. This is the process of communication whereby we share ideas, thoughts and feelings with one another.

Our Ask Me guides are performing a vital service in sharing information with our guests about the Center. We have learned that the most important source of information is not the brochures and signs, but the personal contact the visitors have with our employees. This individual contact is what makes the Center so great, and what really keeps people coming back year after year. And so we begin to grasp the importance which communication has at the Cultural Center, and in all of our lives.

In all effective communication, there is one conveying who must give clear, distinct ideas, and one receiving, who must listen. We all know that this is not always the case as this humorous story from Paul Dunn's book **The Ten Most Wanted Men** illustrates:

The Colonel Told the Major: At nine o'clock tomorrow there will be an eclipse of the sun, something which does not occur every day. Get the men to fall out in the company street in their fatigues so that they will see this rare phenomenon; and I will explain it to them. In case of rain, we will not be able to see anything so take the men to the gym.

The Major Told the Captain: By order of the Colonel, tomorrow at nine o'clock there will be an eclipse of the sun. If it rains you will not be able to see it from the company street, so then, in fatigues, the eclipse of the sun will take place in the gym, something that does not occur every day.

The Captain Told the Sergeant: Tomorrow at nine the Colonel in fatigues will eclipse the sun in the gym, as it occurs every day if it is a nice day. If it rains, then in the company street.

The Sergeant Told the Corporal: Tomorrow at nine the eclipse of the Colonel in Fatigues will take place by cause of the sun. If it rains in the gym, something which does not take place every day, you will fall out in the company street.

This Is what the Privates Understood: Tomorrow, if it rains, it looks as if the sun will eclipse the Colonel in the gym. It is a shame that this does not occur every day. (page 64)

Communication not only includes words, but also includes the way we say them, and the facial and body expressions we use. Children who have just learned words rely heavily on the tones and expressions of others to grasp ideas. We even develop a "vocabulary" with our pets based on the tone of voice we use. Sterling G. and Richard G. Ellsworth, two noted psychologists, relate in their book **Getting To Know The Real You** a survey based on this idea. They maintain that we communicate in three ways, facial expression and body posture, voice tone, and the actual words we say. Each contributes to the overall message received, but the proportions to which they affect the message is astounding. Facial expression and body language contribute 55%, voice tone counts for 38%, and the words count for an amazing 7% of the total message. This opens a whole new field to our study of communication, and how we convey messages. We can all think of times when we have said something to someone, they may have taken it wrong and we don't understand why. Usually the reason is not the words we said, but the way we said it.

The reason why expressions and tones are so heavily involved in our communication is because we are usually communicating feelings to each other, and not just thoughts. Take the example of someone telling about an accident that just happened on the highway. If the person is speaking quickly and using his hands and intense facial expressions, we receive a much different message than if the person is sitting and telling the story as you would a bedtime story. The difference is the feeling the person telling the story feels, and that feeling is passed on.

The same is true in our dealings with our guests. Often times we have to convey ideas to them in response to their questions, and it's really not the words we use that will solve the problem, as the way we say it.

The greatest teacher of all time, Jesus Christ, understood this concept implicitly. In John 8:2 it says "And early in the morning He came again into the temple, and all the people came unto Him, and He sat down and taught them." He didn't stand and preach, He sat, looked in their eyes and conveyed feelings as well as words. He knew their problems because He listened to them with interest, and He made an impact.

We too can implement this idea more fully in our lives, and in our dealings with guests at the Cultural Center. When someone asks "Where's the canoe landing," the complete answer is not only pointing out the location, but becoming interested in the person, and maybe asking "Where are you from, and is this your first time at the PCC?" This is the answer we should provide when we put on the badge "Ask Me;" and we all put the badge on whenever we're on the grounds just by being an employee.

This is very exciting to be able to study the communication process, and improve our practice of it. It is so vital in our lives, and can bring us so much happiness if we will use it well.

CALENDAR

Friday, 8

Primary Voting — AC Mall
8am — 8pm
CAC 9pm ASBYU Song Fest
MOVIE "The Right Stuff" 10pm
Ballroom

BBQ Chicken, Steamed Rice, Mixed
Veg., Drink

Saturday, 9

Mall 8am — 12pm, Swap Meet
Rugby 4pm
BYU — A vs. Hw. Loa — A
Ward 1 Luau — Ballroom
MOVIE "The Right Stuff" 4pm — Little Theater, 8pm — Old Gym

Stuffed Franks w/cheese, Cold Potatoe Salad, Hot Rice, Baked Beans, Chopped Onions
Relish, Drink

Monday, 11

Teriyaki Pork, Natural Sauce,
Steamed Rice, Seasoned Hot Veg.,
Drink

Tuesday, 12

Sweet and Sour Meatballs, Natural
Sauce, Steamed Rice, Tossed Green
w/dressing, Drink

Wednesday, 13

Forum — Fame International,
10:30am — Ballroom

Baked Chicken w/giblet gravy, Sage
Dressing, Steamed Rice, Hot Veg.,
Drink

Thursday, 14

Club Night
Drama — "The King and I," 8pm
Auditorium

Italian Spaghetti w/meat sauce,
Garlic Bread, Hot Veg., and Rice,
Parmesan Cheese, Drink

Friday, 15

General Voting, AC Mall
8am — 8pm
CAC 10:30am Devotional
Drama — "The King and I," 8pm
Auditorium
Victory Dance, 9:30pm
Ballroom
MOVIE "My Bodyguard"
10pm Old Gym

Swiss Beef w/gravy, Seasoned Corn,
Steamed Rice, Drink

Call and wish Elouise Kamauoha (ext. 3333) good luck on her mission, she's going to Kentucky.