



## Village Department Reorganizes



Joseph Chang, Village Manager

This week, Vice-President David Hanneman and Village Manager, Joseph Chang announced new changes to the Village Department. With these changes in assistants to the management, communication improvements are sure to be forthcoming. Tyna Chang and Josephine Moe'ai, Special Assistants to the Vice-President, see good things coming from the four new men now available to help out in these specific village areas.

Toalei Toelupe will be available in the Samoan, Maori and Fijian Villages; Keith Awai, who comes to the villages after leaving his Hawaiian dance instructor position in the theatre, will now cover the Hawaii, Tahiti, Marquesas, Plantation area; overseeing the Weavers Hut, Mission Home, Coconut Island and Tonga will be Pulefano Galeai; and Harry Brown will head the Decoration Crew, Promotions, Special Activities and Video area. The UPDATE congratulates these four men and wishes them the best of luck in their new appointment. They're available to cope with any problems that might arise during the course of the afternoon, so feel free to talk to them when you have needs or questions.



Kieth Awai



Pulefano Galeai



Toalei Toelupe  
(A la Fa'a Samoa)



Harry Brown

# "The Great PCC Trivia Marathon"

This is the sixth week of the Polynesian Cultural Center's "Great Trivia Marathon" sponsored by the UPDATE. Last week's winner was Grace Edmonds who was chosen by a drawing, and was awarded a gift certificate for 10 dollars to the Shop Polynesia. The following people also received 19 points: Mahana Pulu, Leialoha Jenkins, Phillips Ieremia, Sam Langi, Rene Tetuanui, Solomon Kahawahi, Luse Magalei, Lave Purcell, and Keith Nako.

## THIS WEEK'S QUESTIONS ARE:

### FOR 2 POINTS

1. When did Joe and Tyna Chang begin working at PCC? (month and year). \_\_\_\_\_
2. How many employees did PCC have when it opened in 1963 and who was the general manager then? \_\_\_\_\_
3. Who is the Dean of Student life at BYU—HC? \_\_\_\_\_  
Who is the Business Manager at BYU—HC? \_\_\_\_\_

### FOR 3 POINTS

4. Name three of Tami Harvey's sisters. \_\_\_\_\_
5. What was the previous (before "This is Polynesia") PCC night show called? \_\_\_\_\_

## Answers to last week's questions:

1. 98/164
2. 13 flavors
3. 2775 seats
4. Bure, Vale Levu, Bure Kalou, Vale ni Bose, Vale ni Cakacaka, Bure ne Qase.

Here are the current leaders' points in the great PCC Trivia Marathon:

Mahana Pulu (Tahitian Village)	58
Phillips Ieremia (Tech Services)	53
Sam Langi (Personnel)	52
Rene Tetuanui (Village Operations)	52
Leialoha Jenkins (Purchasing)	52
Grace Edmonds (Training)	51
Solomon Kahawahi (Tech Services)	44
Ofa Talaki (Seamstresses)	41
Luse Magalei (Theater)	40
Lave Purcell (Theater)	35
Mike Foley (Public Relations)	33
Keith Nako (Personnel)	31
Stormy Fonoimoana (Gateway)	28
Miller Soliai (Tech Services)	26
Raymond Mokiao (Training)	24



Grace Edmonds winner of last weeks trivia marathon says, "I'd much rather have a portrait done!"



# "HOW TO TREAT EACH GUEST FIRST CLASS"

*Each week the UPDATE together with the Training Department will sponsor this new and continuing series titled "How To" and will be based on employee contributions. Articles submitted should be approximately 50–150 words in length, and based on personal experiences.*

Fatu Stevenson, who works in the Fijian Village, knows how to make grandmothers feel special. While he was in the Vale Ni Bose an elderly couple rested for a while to listen to his lecture. They were so impressed with his presentation, and the amount of time he took in dealing with the guest's questions and comments, that after they returned home she wrote a letter to the Village Operations and expressed her admiration for the "special guide" and even offered to be his grandmother. Fatu always spends time with the guests who visit the Fijian Village, and he does his best to see that they are enjoying their day. The fact that someone whom he had only met for a few minutes would offer to be his grandmother is testimony to his desire to make each guest feel important.

**Velulu Sigauata**

One of the ways in which employees can make guests feel "first class" is to do their assigned job better than average. A good example of this is Sione Pasi and his light crew. Sione is doing such an excellent job on the lighting, and it's as good as any Hollywood lighting, that the guests who come to the Center can really feel the mood of what the night show is trying to share. In fact, he is equal to the best people that I know of that calibre. If he went to L.A. right now (which we hope he doesn't) he could really earn lots of money. He is a great asset to the Center and I know he loves it here. Because of him the entire crew has a keen sense of professionalism. During the show the guy on the console works at a speed of 50 miles an hour to do the special effects for the show. All of this translates into a much better experience for the visitors, and they really feel like they've been somewhere special. As I said before, one of the best ways to treat guests first class is to do your job well, and Sione Pasi and his crew are great examples of this. **Joe Chang**

One of the most important things to do in dealing with customers is to help them with their problems. Often times when I go shopping or to other businesses, I can't find anyone who will help me when I have a problem. Everyone seems to be able to tell me where to go for help, but that's the extent of it. Employees at the Center seem to be much more aware of the guests' needs than this, as a recent example demonstrates. I was working at the Photo Polynesia last week, and just after the Aloha Festival one of our guests came running up to me very distraught and said, "I've lost all of my complete package tickets around here somewhere, and it has our meal tickets and our show tickets

still on it." She showed me the place, and as I was not busy, I started looking for them. As we looked, 4 other employees began helping us look for the lost tickets, and I noticed that they were matinee show workers who had already finished work, and were going the extra mile. Eventually someone found them and everyone went on their way. Just before she left, our guest mentioned that she was so impressed how employees took care of her and made her needs the most important.

**Brian Rueckert**

During the incredible rains of November last year, I happened to have my mother staying with me. The day I brought her through the grounds, it was raining like crazy, and everyone was wet. The theater had not expected rain, and the Voyages of the Pacific was held in the rain, so you can picture the scene in many of the villages which don't have large meeting houses to dance in. We happened to be in the Hawaiian Village at the time, and as the Hawaiian section came through to complete the show, it really started coming down very hard. I remember Ellen Gay Dela Rosa took it upon herself to solve the problem. As the dancing was to begin, she cleared out the building where the poi making demonstration is held and moved all of the visitors inside. She then had the dancers do the entire show in the rain while the guests were dry. The performers were soaked, but they continued smiling and were happy throughout the entire performance. During this rainy day, Ellen and her dancers provided a great example of the way to treat guests — with a good attitude. You'd have thought from watching them that they were dealing with the Premier of China. The key is not to think of yourself, but to think of the

customer first. Treat every guest as you would like to have your grandfather treated if he were here for the first time, and you'll see a great difference in people's reactions towards you and the Center. **Bryan Bowles**

Often times I notice guests with special needs, such as a camera problem or something lost and found, and it is always good to see employees taking special time to help them with their problems. Several weeks ago I was on the grounds just as a man came to Photo Polynesia with a broken camera. He felt that if he could get to a darkroom, he could salvage the film and perhaps repair the camera. Brian Rueckert was just leaving to go to the bank, and offered to go with him to find a darkroom. They eventually ended up using the front office, and the man was able to solve the problem. What a good impression this man must have had of the Center. We must do all we can to see that everyone leaves with this kind of experience. **Carl Yamagata**

One of the finest examples I have witnessed as I have been at the Center was a security guard stationed at the front gate. A little boy about 5 years old came running up to the guard crying, and said that he was lost, and couldn't find his parents. The guard smiled, wiped the boy's tears away and said, "You're not lost, you're at the PCC." The guard did all he could to make the boy feel good, and then took the time to organize a finding party with the guides. By the time the parents were found, the little visitor was laughing and playing with his new friend. I was so proud to feel a part of the Center as I watched the little boy wave back at the guard as he walked away. **Joan Rodgers**

## OUR CHECKLIST:

1. Go the "Extra Mile!"
2. Don't put their needs on someone else, take the time to solve it if you can.
3. Be courteous and friendly
4. Put yourself in their shoes.
5. Most importantly — Do your assigned job well.

## WRITE TO US

Next week the "How To" article will address the question of "How To Deal With Guests Who Are Sick, Hurt, or Handicapped."

Other topics in the future may include:

- "How to talk about the Church to a guest without going overboard."
- "How to use goals in your day to day work."



## PCC Donations Appreciated

The Polynesian Cultural Center recently donated over \$10,000 to public schools and parent-teacher associations in Laie and surrounding communities.

"The schools in the area do such fine jobs for the children of our employees," said Ralph G. Rodgers Jr., President and General Manager of the Cultural Center, "that we feel an obligation to their education."

The Polynesian Cultural Center has about 1,100 employees, many of whom live in the Punaluu-to-Kahuku area and have children attending local public schools. Pres. Rodgers also has younger children who attend school in the region.

The Center donated \$5,000 to the Kahuku Elementary and High Schools and \$2,500 to its parent-teacher association; \$2,000 to Hauula Elementary School and \$1,000 to its PTA; and \$2,000 to Laie Elementary School with another \$1,000 to its parent-teacher organization.

Gilbert Hatter, Principal of Laie Elementary School, said the Center's donation was unusual because there were no restrictions on its use. "Some of the large trust funds give money for specific projects, but we've used the Center's gift to help us expand some areas we couldn't otherwise have gotten into," he explained, noting Laie Elementary has purchased computer software and video recording equipment which will benefit all grades.

"We're very, very happy the PCC is doing this," Hatter continued, pointing out that the Center made a similar contribution last year. "We're very glad we've been successful enough to do this," Pres. Rodgers said, "and we look upon our donations as an investment in the future. 'Besides,' he joked, 'we hope some of these young people will work at the Center when they're old enough.'"

## Ellen Gay Appointed Hawaiian Instructor

The Theater Department announced this week that Ellen Gay Dela Rosa has been appointed as the new Hawaiian Section Instructor, a position she resumes after holding it several years ago. Ellen Gay has danced at the PCC for many years, and originally worked under Auntie Sally Naluai, who is one of the most respected Kumu Hulas in Hawaii and was recently honored by the State as a Living Treasure in Hawaiian Hula.

The Hawaiian Section Instructor is responsible for the Hawaiian dances and music in the Matinee Show, the Voyages of the Pacific, This is Polynesia, and all other Hawaiian cultural work which may come up. With all of these responsibilities, the job which Ellen Gay takes over is demanding to say the least.

Ellen Gay is in charge of one of the



Band members perform for visitors during the Aloha Festival

## PCC Band Welcomes Army Musician

Visiting the Center last month was Army Colonel and Mrs. Eugene Allen, Commanding officer and director of the United States Army Band, Washington D.C. Under Colonel Allen's direction are the Herald Trumpets, Show Band Strolling Strings, Funeral Band, and Soldiers Chorus, totalling slightly over two hundred musicians and support personnel involved in ceremonial affairs, public relations work, and assisting the President and his wife in some of their official and personal musical requirements.

Jack Uale who once served under Colonel Allen hosted his former boss and

wife who were here visiting their daughter and husband at Schofield Barracks. Bro. Uale was instrumental in influencing Col. Allen to donate quite a large amount of music to the PCC band when it was originally organized.

After conducting our Brass Band, Colonel Allen met with our musicians after their concert and shared some interesting highlights of military bands and music and also answered questions on military music careers in Washington, D.C. and in the field which now includes women musicians. Colonel Allen has been in military music for over 40 years.



Ellen Gay, Hawaiian Instructor

# Mr. Rodger's Neighborhood

## By David Rodgers

There seems to be a feeling which has started to grow throughout the entire Polynesian Cultural Center, which is getting stronger and stronger as the weeks and months go by. It is the very idea which was featured in the "How To" article this month, "How to Treat Each Guest First Class." Notice how often employees are going the extra mile to help guests feel as if they are the VIP's, and that we love to have them here. We are feeling more and more like a family, and truly, we are inviting people into our neighborhood and our home.

Consider for a moment the analogy of PCC as a home which we all are a part of. We work together, and show appreciation to one another, as family members do, and we open our home to invited guests. By advertising as much as we do, we are inviting our guests here much the same way as you would invite an important friend to your home. As your guests arrive, you greet them at the door, welcome them, tell them how glad you are to see them, and talk to them about themselves and what they have been doing. You ask them how they are, and then proudly you show them through your home which you have spent hours preparing and cleaning to make it look immaculate for their visit. You have spent weeks painting your home, working in the garden, and cleaning the rugs to make their visit the best it could be. You invite them to use your most comfortable chair, and ask them if they are comfortable, what they would like to drink, and if they would like a snack or an appetizer before dinner. You are careful to see that they are constantly attended to, and that they are entertained with the best you can do. If you are showing them a video, you take great care to see that it is one which they will enjoy, and you do all the work of preparing it and setting everything up. When you serve them dinner, you serve them your very best food, cooked with your best recipes, and served on your best china with the finest service you can provide. You are sure to see that the room temperature is just right, and that your guest is fed with the best cut of meat, or the choicest piece of fish.

These people are not trespassers, they are not just passersby, they are people which you have invited, and are important visitors, whom you wait on hand and foot.

All of these ideas hold true for PCC's guests, and our employees are doing their part to see that our "home" is the best it can be. For example, a tram driver was recently observed saying, "Now as I put the tram in gear, would you please hold on carefully, I would hate to see any of you accidentally spill your shave ices, or your drinks." A concessions' employee was overheard saying, "Before you leave, would you like anything else? This panipopo is excellent, and I know you'd like it." These employees were actually concerned about our guests, and wanted to be sure that they were comfortable and happy. The concessions' worker wasn't so much interested in selling another panipopo, but in making sure that the guest was really happy and comfortable.

PCC really is our home and our neighborhood, and for many of our student employees, it takes the place of family who live in some far away land. We can do and are doing such great things to make this feeling more prevalent, and it's really catching. What an exciting opportunity we have to deal with outside visitors, and what a responsibility we have to each other and our visitors to do our best. Let us make a very concerted effort to stir this feeling up among each other and have it pervade everything we do here at PCC and in all aspects of our lives. By taking a personal interest in every person who comes to PCC, we are showing that we do truly know "How to Treat Each Guest First Class."



The UPDATE welcomes Debra Dauk to its staff. Debra is an accomplished artist, and has been on a newspaper staff before.

## Cultural Corner

From the Institute for Polynesian Studies  
**DIRGES AMONG POLYNESIANS**

Dirges are funeral hymns or laments expressing grief or sorrow for or about someone or mourning over something. They are usually filled with deep poetic feelings.

Among the Maoris dirges were sung or chanted over the dead slain in battle, over children who had died natural deaths, over the loss of the kumara crops or over the sweeping away of the eel-weir. There were laments of the hungry, the defeated, the enslaved, the men taken in battle and led to sacrifice. (J. Macmillan Brown: Maori and Polynesian)

## CALENDAR

Friday, 15

General Voting, AC Mall 8am — 8pm  
CAC 10:30am — Devotional  
The King and I — AUD. 8pm  
Victory Dance, Ballroom 9:30pm  
Movie: "My Bodyguard" Gym — 10:30pm  
Swiss Beef w/gravy, Seasoned Corn,  
Steamed Rice, Cold Drink

Saturday, 16

Rugby BYU — B/Harl — B 10:30 am  
BYU — A/Harl — A 4:00pm  
Movie: "My Bodyguard" Gym 6:30, 9:30pm  
The King and I — AUD. 8pm  
Curry Stew, Steamed White Rice, Tossed  
Green Salad w/dressing, Drink

Sunday, 17  
SAINT PADDY'S DAY

Monday, 18

Salisbury Steak w/gravy, Mashed Potatoes,  
Rice, Seasoned Mixed Veg. Drink

Tuesday, 19

AUD. 8pm — PE Dance Production  
Beef Tomato w/natural gravy, Steamed  
Rice, Pineapple Chunks, Drink

Wednesday, 20

Student Services Mtg. AUD. 3—4:30pm  
Combined Choir Concert AUD. 7:30pm  
Swiss Beef Liver, Creole Chicken, Home  
Fried Potato, Steamed Rice, Hot Veg.

Thursday, 21

Know Your Religion, Ralph Rodgers  
AUD. 7:30pm  
Baked Macaroni w/ground beef and  
cheese, Steamed Rice, Tossed Salad  
w/dressing, Drink

Friday, 22

PAYDAY!!

Devotional, Ralph Rodgers CAC 10:30am  
BYU Stake Night, AUD. 9pm Cultural Night  
Dance — Ballroom 11pm  
Hawaiian Plate, Tuna Casserole, Steamed  
Rice, Seasoned Hot Veg. Drink

Note the true love and real grief in the lament below:

*But father, come, come back to home,  
And sleep with all thine own beloved ones  
now,  
While I my palpitating heart will hold,  
And weep my loss of long-kept bird,  
Whose song awoke me at the earliest dawn.  
And now that bird has swooped  
And gone far, far away from me.*

The following dirge reveals the sorrow of a mother:

*O let my restless spirit  
Dream that thou, Riki, still art in the world,  
And I with thee can view the waves  
That cover all the sea around the point  
Where life was joy at my own home.  
But now alone, I am alone and desperate.*