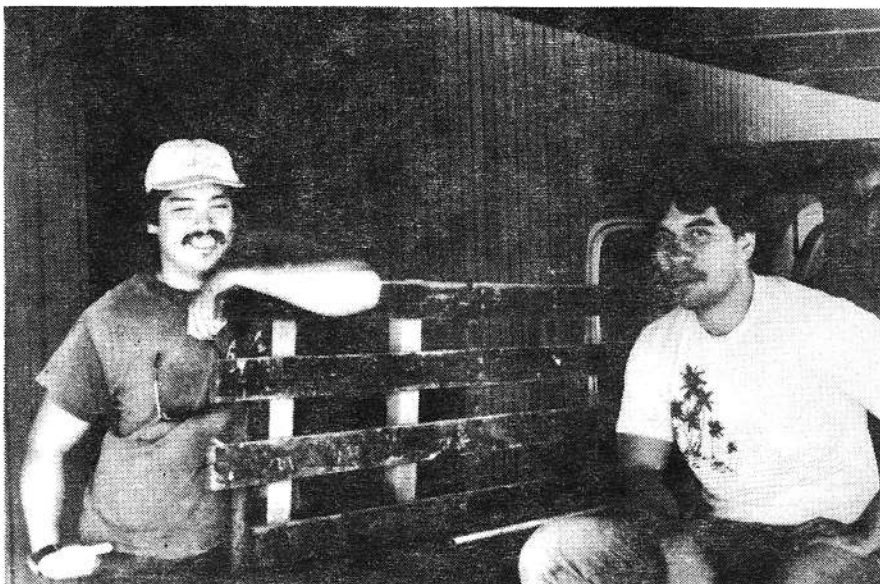




PCC's Mechanics, Plumbers, and Electricians Work Behind The Scenes

This week the UPDATE spotlights the Polynesian Cultural Center's mechanics, plumbers, and electricians. These employees work full-time in maintaining the facilities at the Center, and often get little recognition. Vice President/Support Services John Muaina says that these workers often are not working out where the other employees can see them, but in dark, dingy corners of the Center. "Often times the work they do goes unnoticed, but they contribute a great deal to the success of the entire operation."

Under the supervision of Colin Sheldford, the mechanics arrive at work before 7:00 a.m. each day, and check each tram vehicle before they can be used, work the entire day, and don't leave until all of the vehicles are back much after dark. The plumbers, supervised by Vanu Fonoi-moana, are only four in number, and yet cover any leak or line breaks in the entire



PCC plumbing system. Tony Haiku heads the electricians who currently are working on the renovations of the old Cultural Education offices. These skilled workers must always be on call in the event of a power problem, or an unexpected emergency.

Manager Raymond Mariterangi stressed that these workers are actually on call 24 hours a day. "If there is a plumbing break or an electrical failure, no matter what time it is, these men will be there trying to make it right before the guests

arrive. They are here from 7:00 a.m. to 9:00 p.m. every day we are open, and yet they are seldom recognized outside of the Support Services division."

The UPDATE feels that these employees deserve the recognition and praise of the entire PCC for the work they do in keeping our facilities in first class working order. If you see their truck as you're going around the Center, stick your head around the corner and tell them that you appreciate all the hard work they do. They deserve your praise.



E.T. IS COMING

"The Great PCC Trivia Marathon"

This is the eighth and final week of the Polynesian Cultural Center's "Great Trivia Marathon" sponsored by the UPDATE. This is it, so be sure to answer the questions correctly to get the maximum points. This week's winner, Solomon Kahawaii, was chosen by drawing and had 29 points. Also with 29 points were Leialoha Jenkins, Raymond Mokiao, and Phillips Ieremia. Honorable mention this week goes to Sam Langi for putting his heart and soul into last week's trivia (please come to Special Projects office to pick up your prize). The UPDATE owes Mahana Pulotu an apology for misplacing her answer sheet last week and not including her points. We have included her last week's points in this week's edition, and she is still our overall leader, but only by one point. Because this is the last week, you will need to get your answers in to us by Tuesday, April 2nd to receive credit so that we may choose the winner.

THIS WEEK'S QUESTIONS ARE:

1. List the greeting words for each of our villages: _____

2. What is "Ta nafa"? _____

3. Where in the Center will you find a replica of a stone carving of **Kukalilimoku**, and who is he? _____

4. List the two types of hula as performed by our famous halau. _____

5. What year did the first Mormon missionaries arrive in Hawaii? _____

6. List 10 demonstrations a guest may watch or participate in during a visit here: _____

7. In a recent issue of UPDATE, Cultural Corner listed some nicknames the Polynesian Islands are known as throughout the world, such as **Easter Islands**, **the Navel of the World**. Name these for our villages here: _____

8. What word is carved into our Maori gate and what does it mean? _____

9. What is the Maori's wooden trumpet called? _____

10. Name this employee (drawing) and where he works. _____

Answers to last week's questions:

1. 3174 miles 2. 4:30 — 7:30pm 3. a. Samoa, cooking area; b. Tonga, cooking area; c. Maori, food storage house; d. Tahiti, women's work shop; e. Hawaii, chief's storage; f. Fiji, old folk's home; g. Hawaii, canoe shelter; h. Tahiti, cooking area; i. Samoa, family dwelling; j. Tonga, game house. 4. Many islands 5. Tahiti 6. Shaved ice, manapua, almond cookies. 7. Fijian, independence celebration. 8. Tahiti, Tonga 9. 69'3" long, 8'3" high. 10. Malcolm "Kalani" Kanahele, Hawaiian village.



**WELL, I GUESS I'D
HAVE TO
PICK HOWARD HUGHES
AS MY IDOL.**

Here are the current leader's in the Great PCC Trivia Marathon:

Mahana Pulotu (Villages)	94
Phillips Ieremia (Technical Services)	93
Leialoha Jenkins (Purchasing)	93
Sam Langi (Personnel)	92
Grace Edmonds (Training)	86
Solomon Kahawaii (Technical Services)	85
Lave Purcell (Theatre)	71
Keith Nako (Personnel)	70
Raymond Mokiao (Training)	65
Rene Tetuanui (Village Operations)	64
Stormy Fonoimoana (Gateway)	64
Ofa Talakai (Seamstresses)	53
Luse Magalei (Theatre)	50
Miller Soliai (Technical Services)	46
Gladys Lindley (Gateway)	45
Tai Macatiag (Business Office)	36

Zenger — Miller Graduates First In South Pacific

On Wednesday, March 27, 29 of the Polynesian Cultural Center's supervisors gathered along with the managers and vice presidents to attend the first Zenger — Miller Management Course graduation to be held in the South Pacific. Zenger — Miller refers to two men, both members of the Church, who developed and wrote a series of classes and excercises concerning managerial techniques. As business professors at the Brigham Young University, these men have become experts at identifying situations that come up in dealing with employees, and developing key actions that will handle these situations best. An example is when an employee has done a good job, the key action is public, immediate, specific praise. In the training seminar, there are 25 situations which supervisors must deal with, and each graduate memorizes and learns through role playing hundreds of key actions to go with the situations.

Vai Laumatia, in conjunction with the Training Department, has taught the entire course to 25 of our supervisors, and is in the process of training managers and vice presidents as well. This first graduating class, 29 in all, consists of the following individuals:

Eleanor Ah Quin, Mahana Pulotu, Jack Uale, Regina Pasi, Sione Pasi, Winona Enesa, Newman Lake, Faleola Ofahengane, Ben Nihipali Sr., Sophia Turaga, Reid Kamauoha, Sione Tuitupou, Tyna Chang, Barney Christy, Iraani Bridges, Gilbert Obina, Joe Tulele, Alofa Magalei, Simi Niumatalolo, Keith Awai, Alope Faamoe, Angeline Keo, Mildred Cashman, Elisa Teriipaia, Malafu

Tiatia, Pele Tautu, Tai Macatiag, Larry Yuen, and Rene Tetuanui.

Attending the graduation and presenting the certificates was Brother Glen Lung, the Executive Assistant of the Hawaii Pacific Area Office for the Church. Brother Lung spoke to the graduates, and encouraged them to adopt the principles they had learned. Brother Lung has taught several of the sessions before, and is familiar with the course.

Via Laumatia of the Training Department, and the teacher for the series, mentioned that he was very happy with the way the course went. He said that he was glad that there were so many graduates, and noted that another series would be starting in several weeks. A memo will be sent out informing the PCC management of the times and places, and all managers and supervisors are invited to attend.

Credit Union Changes Policy

From: Sam Langi, Personnel Manager

Beginning April 2, 1985, the minimum balance required to keep a savings (share) account and membership open will be \$100. Until you have \$100 in your savings (share) account, you will not be able to take advantage of other benefits like low cost loans, notary services, Christmas savings and other deposit accounts, special auto promotions, and telephone withdrawals/transfers.

If by October 1st, you do not have \$100 in your savings account, Hawaii Central Credit Union will automatically close your accounts and mail a check of your balance to you. **Exceptions:** If you have a Christmas savings program, your

savings account will be kept until October 31st when the Christmas savings program ends for the year. If you have an IRA, it will also be treated differently, however, more details will be forthcoming in the future. I encourage you to save and raise your savings account balance rather than close your **accounts and membership.**

New Members — Employees who join the credit union from April 2nd, will have six months to bring their savings balance up to \$100. The initial deposit to join the credit union will increase from \$6 to \$26 (\$1 fee/\$25 deposit). Thereafter, if you deposit \$15 dollars each month, in six months you will have \$100. Only members with balances of \$100 or more will be able to take advantage of the various benefits.

Increase in dividend rate — As an incentive to save with Hawaii Central, the dividend rate on share balances below \$100 dollars will be increased to 6% per annum! All banks and savings & loan offices can only pay 5½% p.a. and unless you have a minimum balance of \$100 or \$200 they charge you a monthly fee.

I invite all of you who have not joined our credit union to find out how it can best serve you and your family. Our office staff is prepared to enroll you and tell you all you will need to know about it. Come in and see us between the hours of 9:00am and 4:30pm Monday through Friday.

Saturday April 6th is the annual PCC Easter Egg hunt sponsored by the Special Projects staff. All employee's children are invited to attend, but will only be admitted by ticket. Tickets may be picked up at the Special Projects office from Tammy Au Meyers beginning April 1st. 1500 eggs will be hidden and several thousand pieces of candy, along with five \$50.00 savings certificates. Children age 2 — 12 are invited to attend. So be sure and put this on your families schedule.

ANNOUNCEMENT:

From: Sam Langi, Personnel Manager

Stephen Lung, Hawaii representative of DMBA comes to the PCC, BYU, Temple and Zions Securities every Wednesday to handle medical and insurance related matters. If any employee wishes to see him during his visit, please inform the personnel office no later than 4:00pm Tuesday afternoon and set an appointment for you to meet with him.

Remember to call or see us about any questions you might have about your DMBA needs. You may be interested in saving 3% of your check with DMBA and the PCC will match you with 2% (total of 5%). Sounds interesting? You bet it does! Where else can you find this kind of deal? Did you say that you're interested? Well, hurry down to our office and do it.

HOPE TO SEE YOU SOON!



Mr. Rodger's Neighborhood

By David Rodgers

Sometime in the 1980's, electronics will become a \$400 billion — a — year business, the largest ever created on the planet. Look around you, the use of electronics in creating computers and high — tech equipment is enormous, and pervades everything we do. In our homes we have installed home computers, purchased food processors for chopping food, made microwave ovens an absolute necessity, and bought laser — disk players for our stereo sound. At work, we punch in on electronic timeclocks, are scheduled by a trained computer operator using an IBM Personal Computer, are paged using long — range two — way radios, share our Polynesian sound through huge amplifiers and speakers, and even greet our guests by using a high — quality video production shown on large — screen television screens. At church, our tithing records are kept on a computer database, our membership records travel over telephone lines, and our ward clerks must have Harvard computer degrees to complete reports correctly. At school, the most important language our children are learning is computer. By one estimate, 75% of all jobs by next year will involve computers in some way, and by 1990 we will be producing over 17,000 robots a year, with a total work force of over 100,000.

When the computer was invented about 50 years ago, the term **K** was introduced. **K** Refers to an amount of storage space that is available, and 1K translates into about 8,000 characters, or about the size of this UPDATE. At the end of the second world war, the government was using computers a great deal to help the war effort, and they used computer banks that measured 12K in capacity. A 12K storage unit was about the size of two large refrigerators stacked on top of each other, and each one cost thousands of dollars. Now, 40 years later, 12K chips about the size of a new — born baby's fingernail are used in \$10 over the counter calculators. It's not uncommon to see desktop computers with 30 megabites of storage space, or 30,000K (240,000,000 characters) used for storing entire filing systems. The entire employee file for the Polynesian Cultural Center can be kept on anyone of the many computers being used here in Laie.

As people throughout the country are adapting to this technology, and the implications and advances it brings, there seems to be a movement towards more personal contact, and getting closer to one another. Consider what great success the human potential movement has achieved (i.e. TM, Roling, Zen, Yoga, — all dealing with personal contact, feelings, and thoughts). People want to experience one another, and to get away from the feeling of being surrounded by highly technological equipment. The national parks and recreation areas have never had such a following, nor been so popular. When Congress wanted to turn some government land over to the private sector to industrialize, a great majority of individuals rose up and vetoed the idea before it even got off the ground. One of the fastest growing areas in the business world today is that of self — help. Think of how many books you see on the subject, and they are the best sellers! Many families are choosing to sell the TV, and return to the gardening, home — made sewing, and weaving which put them in more personal contact with one another. People more than ever want to have meaningful interpersonal contact with other people. Although the movement towards shopping by computer is being pushed by some business executives, shopping malls are more popular than ever, and are actually the third most frequented area in our lives after work and home.

These two movements are not in conflict with each other, they are growing with and because of one another. As people feel more surrounded by high — tech, they will turn more and more to personal contact, and the "human" side of life.

At the Polynesian Cultural Center, we provide a high level of interpersonal contact with our guests, and perhaps this, more than cultural education, is the reason why we are the number one attraction in Hawaii. We serve the needs of the people when we make them feel important, and when we take the time to listen, demonstrate, joke, and laugh with them. Our success is dependent upon our ability and desire to serve this need, and so we must be aware of it, cater to it, and even enjoy it ourselves. We are truly a hospital for treating people who have "High — tech itis."

CULTURAL CORNER

From the Institute for Polynesian Studies

Chiefs had many perogatives. In Tonga it was the custom for chiefs to have their own special bathing places reserved just for them. If commoners used them on the sly they were subject to be overcome with illness or death from the swelling of his abdomen or of his neck. Sometimes the chiefs were entertained at these wells with gladiatorial combats in which two commoners with

clubs fought until one was killed.

In all of Polynesia the chiefs had the best food. The first fruits and the first of each catch of fish were brought to them. In Tonga the milk of only small, quite ripe coconuts were drunk by chiefs. On occasions, such food as the hard Tahitian chestnut (ifi) was chewed to a pulp by an attendant before being given to the chief to eat.

In Fiji the meal of chief was of better quality, more frequently served, and

CALENDAR

Friday, 29

Glazed Luncheon Meat,
Steamed Rice, Hot Vegetables,
Cold Drink

Saturday, 30

Pork with cabbage, Steamed
Rice, Pineapple Wedges, Cold
Drink

Monday, April 1

Shoyu Chicken w/sauce,
Steamed Rice, Mixed Vegeta-
bles, Cold Drink

Tuesday, 2

Roast Pork w/gravy, Steamed
Rice, Seasoned Corn, Cold
Drink

Wednesday, 3

Lasagna, Garlic Bread — Rice,
Parmasan Cheese, Tossed
Salad w/dressing, Cold Drink

Thursday, 4

Chicken Chop Suey, Steamed
Rice, Pineapple Chunks, Cold
Drink

Friday, 5

Hawaiian Plate, Baked Tuna
and Noodles, Steamed Rice —
Poi, Buttered Mixed Vegeta-
bles, Cold Drink

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April 4th, 5th, and 6th only

received with greater ceremony. The cleanest mats were required. While the chief was eating, everyone present retained a sitting position — the attitude of respect.

In Tahiti a chief enjoyed the choicest use — rights of land and sea. He also enjoyed the finest of clothing — tapa mantles, feather — decorated headpieces which were taller than anyone else's, the best ornaments and decoration. And the most excellent of all his possessions were his weapons and his canoes.