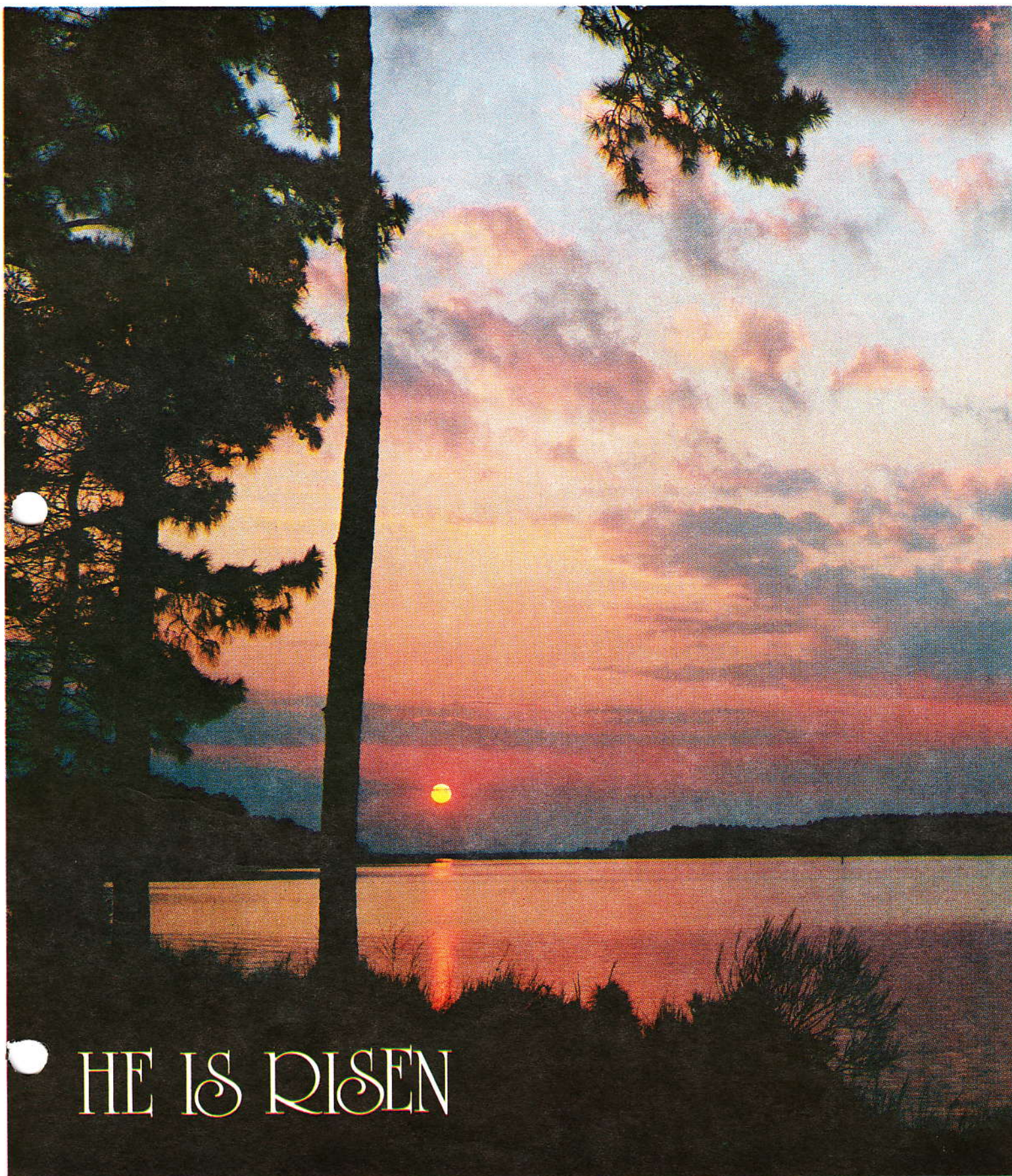




UPDATE '85



HE IS RISEN

The President's Message:

"...To Whom Shall We Go?"

When Christ preached in Capernaum he taught his disciples that the words he would speak to them were the spirit and life of his gospel, and that no man could come to him except upon the principles of that gospel.

We are told in John that, then, "...many of his disciples went back and walked no more with him." Then Jesus said to the Twelve, "Will ye also go away?"

It was Simon Peter who answered with a timeless question of his own: "Lord, to whom shall we go?" This question has impressed men through the ages, for believing Christians everywhere have always known the answer.

At Easter in 1985, we might well repeat Peter's question as we reflect on our individual hopes, ambitions, and challenges. As we do so with our families this weekend, let's also be sure to complete the quote from John 7: 6-9:

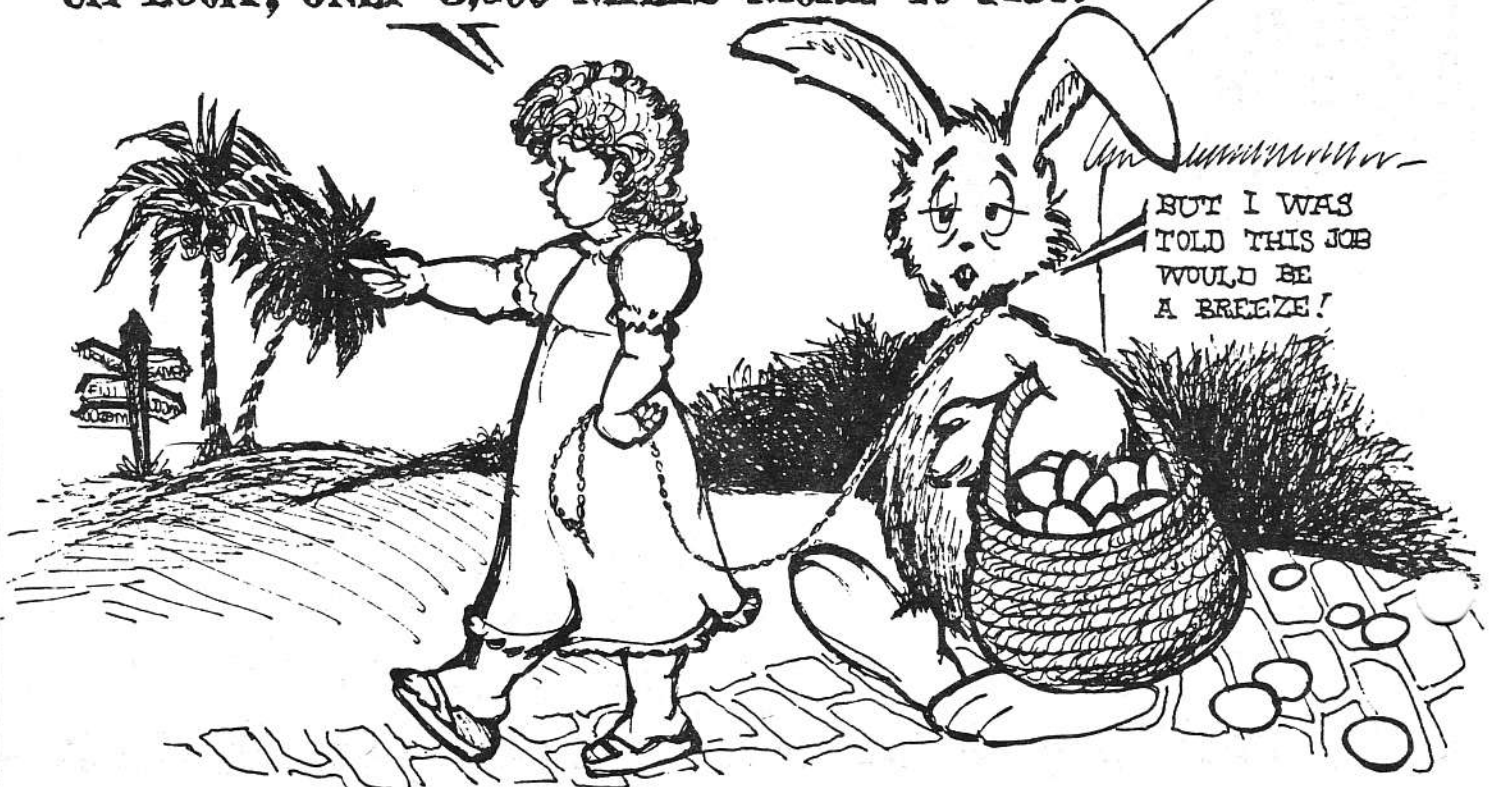
"Lord, to whom shall we go? Thou hast the words of eternal life. And we believe and are sure that thou art...Christ, the Son of the living God!"

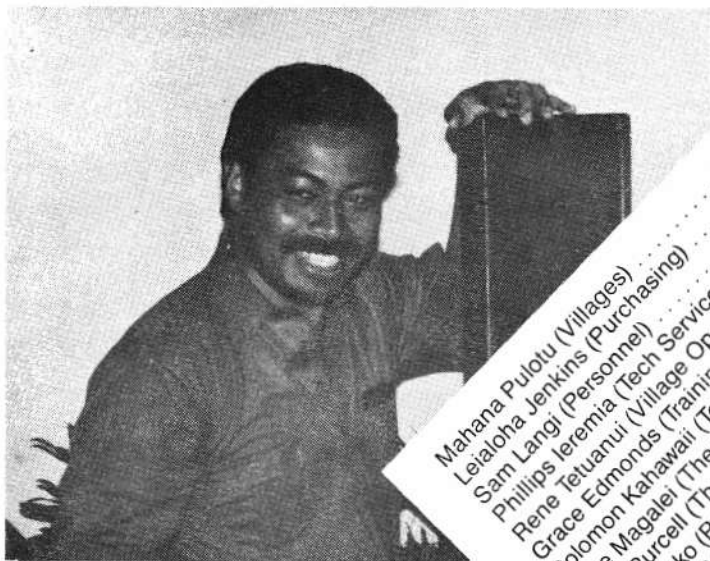
May I express to all of you my thanks for your support and my very best wishes to you and your families this Easter.



Ralph and Joan Rodgers and family

OH LOOK, ONLY 5,000 MILES MORE TO FIJI.





The Easter Bunny has left 3 suprise — filled Easter eggs for some of the clever PCC employees this year — The only problem is, you have to find out who he left them with. The first person to call Tammy Meyers with an answer to any of these clues, may pick up their Easter egg (Only one winning answer per person). Here are the clues:

This person:

Lives in Kahuku, works with his/her hands, still has natural hair color. Out of 13 children, 3 work at PCC. Has worked at PCC since 1976, began here working as a decorator on coconut island, and has hobbies which include gardening, scripture reading, sewing, and keeping a diary.

This person:

Has children who take after both the mother and father, has worked at PCC since June, 1982. Has hobbies which include bike riding, sewing, and football, is an "adopted" missionary mom, and the car this person drives is a symbol in Southwest Indian art. Has 3 relatives working at PCC, is a local, but not **really** local, and favorite food is Rocky Road ice cream.

This person:

Has brown eyes and dark hair, has a spouse who works for BYU, favorite food is shredded carrots on a bed of crushed pineapple and minced marshmallows chilled in jello, is trilingual (Samoan, English, and Pidgin), and managed the Makaala Snack Bar for 6 months. Served 24 years in the military, and had an interesting experience with a guest recently: When the guest was was choking, this person removed a piece of pineapple from the guest's mouth and discreetly returned her dentures as she composed herself.

Don't forget the Easter Egg hunt on Saturday, April 6th. Tickets can be picked up from Tammy Meyers at the Special Projects office, and the starting time is 8am. It takes place at the PCC farm by Francis Hill's home.

Mahana Pulu (Villages) 128
 Leialoha Jenkins (Purchasing) 128
 Sam Langi (Personnel) 127
 Phillips Teremia (Tech Services) 125
 Rene Tetuanui (Village Operations) 121
 Grace Edmonds (Training) 120
 Solomon Kahawai (Tech Services) 111
 Luse Magalei (Theatre) 105
 Keith Nako (Personnel) 97
 Raymond Mokiao (Training) 93
 Ota Talakai (Seamstresses) 53
 Miller Soliai (Tech Services) 46
 Gladys Lindley (Gateway) 45
 Tai Macaliag (Business Office) 36

"The Great PCC Trivia Marathon"

WINNERS





It came down to the wire, but we finally have a winner, or should we say several winners. All month long, Mahana Pulotu was leading by a bunch, but creeping up on her were Lealoha Jenkins, Sam Langi, Phillips Ieremia, and Grace Edmonds. When it came down to the wire, Lealoha came through enough to manage a tie, and we had our two winners. We have awarded a second and a third place prize, with Sam Langi coming in second place, and Phillips just behind in third. During the entire Trivia Marathon, we experienced great participation and support from many individuals, and we want to express our appreciation to them, so here are some of them for you to see. Included in this week's photographs is a photo of Sam Langi, who finally won a weekly prize. Sam was in the running almost every week, and just couldn't get the drawing, so we're glad he finished strong. There is a possibility of a future Trivia Marathon, if we hear that the employees of the Center would like to see it. Let us know if this is what you want, and if we get enough response, we'll start gathering the questions. **Thanks for your participation!**



"HOW TO DEAL WITH CUSTOMER COMPLAINTS"

Each week the UPDATE together with the Training Department will sponsor this continuing series titled "How To" and will be based on employee contributions. Articles submitted should be approximately 50-150 words in length, and must include personal experiences. Articles for the week's UPDATE should be submitted by the Tuesday at 5:00pm

As Ask Me guides working in the guest areas, we are often the ones who must deal with the occasional guest who for some reason isn't quite satisfied. Recently while I was working near the front entrance way, I was approached by a lady who was obviously unhappy. She was from England, and after traveling to the Cultural Center, she was quite upset to find out that it was owned and operated by the "Mormon" Church. She was very vocal, and told me off for about 10 minutes or so about all the things wrong with this place (which really she hadn't seen yet) and I just sat there and listened. When she got through talking, I just sympathized with her, and then went into the basic dialogue about the purpose of the Center, and took out her brochure and explained how to go about seeing the Center. I didn't really answer her complaints directly, but just went back to the basics. As I explained this, she seemed much more receptive, and became a little bit interested in what the Center had to offer. I was able to personally escort her to the first village, and as we went, I just tried to remain excited about what we had to offer, and continued to mention the fine points of the Center. I introduced her to the village workers, and kind of asked them to watch after her especially well, and went back to my post. When I saw her later in the day, she was a different person. She was smiling and happy, and you could tell she was really enjoying her visit here. I asked her how she was doing, and she said "Just great, this place is really wonderful." She had forgotten all about her complaints, and was enjoying the Center the way she should be enjoying it. The important thing to remember when dealing with customer complaints is to listen completely, and don't interrupt people as they make their point, and when they finish, go back to the basics: The purpose of the Center, how we put students through school, how we are preserving the Polynesian culture. We don't need to try to answer all of their complaints directly, and often times, what will satisfy them is just attention and understanding from us. **Merih Cobanoglu**

At the canoe landing, I recently dealt this way with a guest who complained about having to wait too long. I first of all assured her that it could only be another fifteen minutes at the most before she got on a canoe. Then I suggested that if she really didn't want to wait that long, she

could first stroll through the villages and then come back when the line had gone down. She opted to stay, so I tried to make the interim pleasant for her by joking and talking stories. Once on the actual canoe ride, she had no complaints as the guide kept her laughing and comfortable all the way. When guests have a complaint, the key is to spend extra time with them trying to help them in any way you can. **David NeSmith**

Nobody likes to be confused in a strange place. One of the complaints I get from guests is their feeling of confusion and inability to cope with the many things vying for their attention as soon as they step in the gates. I tried to calm a complaining couple recently by pointing out the easy step by step village guide which is in the brochure they received when they came in. They figured out the Center's floor plan from that suggestion, but were still perplexed about how to reach all of the villages at just the right time to see all of the shows. My solution to that was to suggest that they stay in one or two villages for longer amounts of time than the rest. That way, they could just wait for the visiting shows from other villages to come to them and they wouldn't wear themselves out chasing around after everything. I saw them later as the villages were closing. They were in a much better mood than when they'd first talked to me and even insisted on getting a photograph taken with me! It is important to remember that guests don't know what the Center is like. Often times we must be very patient with them as we orient them to what is available for them to do. **Connie Holt**

I recently heard an interesting complaint from a guest who came into the shop. She had just been through the Tahitian village and was upset to find that the female dancers there hadn't been wearing bikini tops while doing their show. I explained to her that wearing immodest costumes defeated the basic purpose of the PCC. We are, after all, an organization run by a church that upholds certain standards of modesty and we expect no less from our employees. I also said that this did not detract from the authenticity of the dances. In fact, authentic Tahitian dancers wear costumes ranging from fully clad to fully uncovered. She realized through my explanation that she had seen a true piece of the culture of Tahiti. **Tamara Bailie**

The Training Department recently published this handy reminder to help us in dealing with customer complaints:

Handling Customer Complaints:

1. Listen attentively to everything the customer has to say---
2. Ask questions that help clarify your understanding of the situation and then let the customer know you are paying serious attention.
3. Propose a solution to the problem---
4. Ask if the customer would be satisfied with the solution---
5. If the solution is unsatisfactory to the customer, ask the customer what solution would be satisfactory---
6. If the customer's solution falls within the scope of company policy and/or you have the authority to grant the solution it is best to act on the solution as quickly as possible.
7. If the customer's solution does not conform to company policy or is not within your authority to grant, then explain the situation and take whatever steps are required to try and satisfy the customer. **Frank Cooper**

OUR HOW TO CHECKLIST:

1. Be patient and understanding with guests, always listen to what they have to say.
2. When answering questions, remember that the best answer is sometimes the basic dialogue concerning the purpose of the Center.
3. Go out of your way to try and solve the problem at hand. Make sure that what you say and do is in keeping with the established policies of the PCC.
4. Never leave a customer unsatisfied when they come to you with a question.

Next week the UPDATE and the Training Department will feature the article "How To Talk To Guests About The Church Without Going Overboard."

Mr. Rodger's Neighborhood

By David Rodgers

Customers like to do business where they are treated right. When they're neglected, or get a raw deal, they take their business somewhere else. They also spread the word among their friends. That's why employees who are customer-conscious are so valuable to their company. Their good work helps protect everybody's paycheck.

Many employees never meet, see, or speak to a customer from one year to the next. Some of them lose sight of the customer completely—the only important things in their lives are their own department, their own particular jobs, and their own convenience.

They forget that the customer, in the final analysis, pays the bill for every bit of work done by everyone in their company. Each employee, by doing his or her job well, has an opportunity to give the customer good value for his money. If he doesn't do a good job, he gives the customer poor value.

They also forget that you don't have to meet customers face—to—face to please or displease them. A late or mixed-up delivery, a poorly typed letter, a faulty or slipshod piece of work, a mistake in billing—things like these can make customers a thousand miles away blow their top.

"It is not the employer who pays wages—he only handles the money. It is the customer who pays wages."
Henry Ford

Customers bring us their needs and wants. Our job is to fill them profitably—to them and to us.

Customers are affected by the way each of us does our work—no matter how far away they may seem.

Customers' good opinions of us and our work are our most valuable assets. Anything we can do to improve their opinions of us is important.

Customers' good opinions cannot be bought—they are freely given in response to good value and good service.

Customers expect value for the money they spend with us. If we don't give them good value, they'll go elsewhere to get it.

Customers are the bosses behind our bosses. If we serve them well, they'll be glad to pay us well. If we don't, nobody's paycheck is safe.

A customer—conscious employee is always a better employee. He or she recognizes what the business is all about.

Don't rush to point out that you personally are not to blame for something. Just listen to the complaint and solve the problem.

Cultural Corner

From the Institute for Polynesian Studies
The Commonality of Polynesians

The Polynesians, as the title infers, share common physical characteristics and cultural similarities which place them within one racial group. As we study in this column the commonality of those harbored with the Polynesian Triangle, a point made by Robert C. Suggs in his **The Island Civilizations of Polynesia** must be kept in mind; namely that—

There is no pure Polynesian race, in the true sense of the word, just as there is no pure race of any type. A race is actually only a statistical scientific abstraction of a number of hereditary characteristics pos-

essed by a group, distinguishing it from other groups. These characteristics should be nonadaptive, that is, they would not have any value, whether positive or negative, for individual survival. All members of all races differ from one another, and all races, hence, contain quite a wide range of variation.'

Characteristics of Polynesians as a Whole:

A height that places them among the tallest peoples in the world.

A broad and muscular structure with a tendency to corpulence.

Skin color of yellow—brown.

Black wavy hair with a rare reddish tinge. The majority of living inhabitants have shorter, broader heads.

Their faces are usually wide with project-

ing cheekbones.

Their noses are long, broad, and high with a straight profile and a depression at the root. Their nasal wings are full. Their eyes are deep—set with heavy lids that sometimes have a slight internal epicanthic or Mongoloid fold.

Their eye color is medium to dark brown. Their lips are full but not Negroid.

Their body hair is sparse.

They have a high percentage of blood types O and A. Types B and AB are present in Western Polynesia. The Diego antigen is completely lacking among Polynesians.

The striking feature of disease distribution in Polynesia is completely absence of malaria.

Venereal disease was unknown to Polynesians before arrival of Europeans.

CALENDAR

Friday, 5

Devotional, CAC 10:30am

Movie: "Romancing the Stone"

10pm AUD

Showcase, AUD. 7, 9:15pm

ASBYU Dance Ballrm, 9:30pm

Hawaiian Plate, Baked Tuna and Noodles, Steamed Rice — Poi, Buttered

Mixed Vegetables, Cold Drink

Saturday, 6

General Conference, Aud. 7-9am,

11-1pm

Priesthood Broadcast, AUD. 3-5pm

Movie: Romancing the Stone

6:30, 9:30pm

Chili Franks, Steamed Rice, Buttered

Corn, Cold Drink

Monday, 8

Apr. 8, 9, 10 One Act Plays

Little Theater

Laie Stake Y.C. Song Fest, Aud.

6:30pm

Roast Beef, Brown Gravy, Mashed

Potatoes—Rice, Seasoned Peas and

Carrots, Drink

Tuesday, 9

Chicken Stew, Steamed Rice, Tossed

Salad w/Thousand Is. Dressing, Drink

Wednesday, 10

Spaghetti w/meat sauce, French

Garlic Bread, Tossed Salad w/Thou-

sand Is. Dressing, Drink

Thursday, 11

Laie North Stake Dance Festival

CAC 7pm

Pork and Cabbage, Steamed White

Rice, Buttered Mexicorn, Drink

Friday, 12

Ward 2 Dinner Ballrm. 7—12pm

Ward Night

Deep Fried Chicken, Chicken Gravy,

Steamed Rice—Fried Rice, Seasoned

Mixed Veg., Drink