



Polynesian Cultural Center

UPDATE '90

Employee Newsletter

Thursday, April 12, 1990

He Is Risen!

Employee Notes

Are Your Fingers Limber?

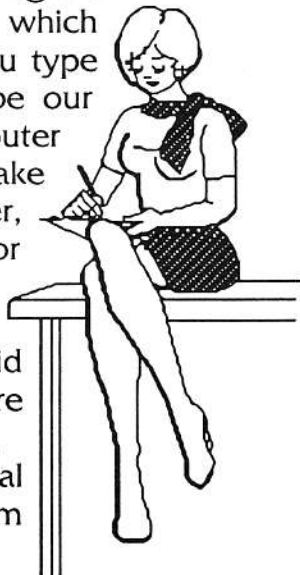
Submitted by:
Muriel
PCC Guest Services

Upcoming in the last week of April is Secretary's Week where all bosses should take advantage of appreciating their secretaries for the many laborious tasks performed. The week of recognition begins April 23 through April 27 so bosses have at least 5 days to prove they care. I wasn't going to add anything to this, however, one of my counterparts suggested that I add - "not only are secretaries loyal, dependable, committed, painstakingly hard working, underpaid and overdressed (due to the million hats that they must wear at one time), but they also keep smiling (usually)."

In addition to this specific week, in coordination with Western Temporary Services, we are inviting North Shore Residents (particularly BYU Staff, Typing Students & PCC employees) to participate in their 13th Annual National Typing Competition. In the past, the event has been held primarily in Honolulu and this is the first year that a test site has been offered on the North Shore.

The test involves typing a 5 minute timed writing which may be corrected as you type and the test site will be our very own BYU Computer Lab. Yes, you may take the test on a computer, so no excuses! For further detail, please contact Muriel at extension 3002. Oh, did I also tell you that there will be prizes? You bet.

and they are for real because I've won them before. See you there!



Maintenance Corner

Employee of the Month



Sr. Vice President Magi Keil and Manager Raymond Mariteragi present Alope Faamoe with the Employee of the Month award.

On, April 3, 1990, the Maintenance department presented Alope Faamoe with a certificate and cash award for being chosen as their employee of the month for March.

Alope began working for the Center in August 1976 as a Carpenter. He also held positions as a Construction Foreman and a Carpenters Crew Supervisor. At present, he is a Maintenance worker specializing in carpentry as well as having to perform other trade work such as painting, masonry, roof thatching, plumbing, etc.

Alope is married to Tala Faamoe of the Laundry department and is the father of six children. He is a counselor to Bishop Vanisi of the Kahuku 2nd Ward.

Alope has all the qualities of a great employee. His supervisors, past and present have described him as being reliable, dependable, diligent, supportive, and very conscientious and easy to work with. He is well deserving of this award.

Congratulations to Alope!

Missionaries in Muumuu's

Portions reprinted from the Hawaii
LDS News

"Conservative" is the normal description for most missionary attire, but the 10 fulltime sister missionaries in Laie generate greater success by wearing colorful muumuu's.

The sisters, with mission approval, now participate in a program as guides on the Laie Tour. The 15-20 PCC Student employees who regularly staff the Laie Tour "who do a very good job," says Elder Robert Wood, a fulltime missionary working at the Visitor's Center, "but we needed another bridge between the jovial, vacation mentality of the visitors and the spirituality of the Temple.

T. David Hannemann, Vice President at the Center, and Palauni MaSun recently met with missionary leaders to iron out the details. At present all the sisters wear the muumuu's and they ride on the tram delivering guests to the Temple grounds.

According to Elder Felt, Visitor Center Director, "this makes it one whole experience, instead of a tram ride and then a surprise religion lecture, it now becomes an experience with a unified purpose".

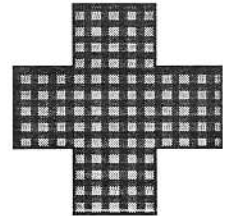
The sisters take turns on the tram, which they all enjoy. Sister Tonia Cooper of Firth, Idaho, says in relation to this, "We want them to feel so good about their experience here that they will invite the missionaries to visit them back home."

Has the program been effective? Referrals are up, and according to Elder Felt, complaints are down. Vice President Hannemann, who meets regularly with missionary leaders to coordinate the joint effort, is also enthusiastic about the initial success. "Last year over 85,000 visitors took the Laie Tour, it's our goal to double that number.



L to R: Elder Felt, Sister Missionaries wearing colorful PCC Muumuu's, Andrew Autele, Manager Palauni MaSun and Vice President T. David Hannemann

CPR Class



Date: April 28, 1990

Time: 8:00a.m. - 12:30 p.m.

Place: Old Admin Bldng.

To sign up for this class, contact First Aid department or call Ext. #3016.

Only the first 10 students due to the limited space available. Call now and be a Lifesaver!

Security Corner

Extra Milers

On February 21, 1990, local residents Mr. & Mrs. Tom & Bing Testa brought some relatives visiting from the mainland, to the Center. Little did they know at the time what effect concerned employees would have on their visit.

During the course of their visit, Mrs. Testa was not feeling well. At the First Aid office, Finau Hafoka and Sonny Aiono were there to provide assistance, care, and company while Mrs. Testa rested.

After the Night Show, when the Testa's and their guests went to get in their car they noticed a lot of oil on the ground. Earlier in the day they had been to Laie Point and apparently had punctured the oil pan under the car. At this late hour Liufau Tuifua crawled under the car, by now the ground was an oily mess, and proceeded to patch the hole as best he could. While Liufau was doing this, Villiami Sika took Mr. Testa to the gas station to get some oil. With this little bit of extra effort, the family was able to return home to Waikiki.

Mr. Testa contacted the Center and said "Our day at the Center would have been a real fiasco if it weren't for the intervention of these employees. They certainly went the extra mile for which we are very grateful".



In recognition of this, and other acts of extra effort service, Vice President T. David Hannemann is shown above announcing the award of an Administration Award which consists of a monetary gift. Security Manager, Newman Lake, also recognized the four by presenting two them with two movie tickets each. Congratulations to all four of these men who are willing to go the extra mile to provide this kind of one-on-one service to our guests.

We should all look for ways to be of service to guests in this same manner, and, if you are in a job which doesn't necessarily deal directly with the guests, we can always be of service to fellow employees.

Chinese TV Crew Visits

A TV group from the Liaoning TV Station from Liaoning Province in the North East of China visited the Center on Tuesday, April 10th.

They came with Dave Beggin with Hawaii Public Television. This group is taping various Hawaii sights to take back and educate the people of China about Hawaii. This is also a cultural exchange as a crew from Hawaii Public Television will travel to China later in the year.

While here at the Center the group presented Vice President, Mike Foley, with a beautiful three foot folding Chinese Fan.



Above L to R: Announcer Jianhua Qu, Shen Tsung Hsu (KHET), Deputy Director, Senior Reporter Yu Duo Hu, Reporter De Bo An, and Director Kui Wu Xu

Seventh Annual PCC Easter Egg Hunt



April 14, 1990 (Saturday Morning) 8:00 a.m. at the PCC Farm (Hauula side of the Support Services bldg.)

Children of PCC Employees
3-12 years can hunt for eggs hidden at the farm.

Pick up tickets at Special Projects from
Monday, April 9 - April 13, 1990

PRIZES!

- * \$50 Savings Bonds
- * Easter Baskets filled with goodies
- * Six packs of soda
- * \$25 gift certificate to Pizza Hut
- * PCC T-Shirts
- * Chocolate Macadamia Nuts
- * BYU Snackbar food coupons

Rules

1. Child must be SON/DAUGHTER of a current PCC EMPLOYEE
2. Ticket must be worn by child for purposes of entrance and identification.

- * To be fair to all parents and children, please abide by the rules. If not, a child may not be eligible for the prizes.



Maintenance Menehunes Pick Pili Grass on Big Island

submitted by Edwin Kamauoha

On March 19-23, John Nauahi and his crew (Alope Faamoe, Pose Talataina, Mckay Ernestburg, George Kahawaii, Vanu Fonoimoana, and David Kubota) went to Pohakuloa on the Big Island to get pili grass for the Center. They were also accompanied by Ed Kamauoha as well.

These menehunes worked from 6:00 a.m. to 6:00 p.m. daily, cutting, tying, and bundling the grass. The grass was then loaded into four 20' Matson containers and delivered to the dock in Hilo for shipment to Oahu.

In Pohakuloa, the weather was wet but beautiful. The pili grass was not as dry as we had hoped but still a little green because of the rainy weather, which did make it difficult to cut. Nevertheless, we did manage to fill 4 containers by the end of the week.

The crew stayed at the Mauna Kea State Park in three cabins which were fully furnished, including blankets, sheets, towels, and hot running water. The cabins were comfortable and pleasant!

A **BIG Mahalo** should go to Emily Kaopua and her daughter, "our cooks" who also came along on the trip. Emily's daughter currently resides in Hilo and came up to Pohakuloa to help her mom out. They provided us with homemade bread, cinnamon rolls, Chinese food, Hawaiian food, and other delicious meals three times a day.

All in all, the work was hard, but rewarding, and our guests here at the center will be happy to see the three new authentically thatched buildings in the Hawaiian Village. **Mahalo to the Maintenance Menehunes for a job well done.**



Special Projects has Interisland coupons

Aloha Airlines
only \$36.00
HawaiianAir
only \$34.00
Tickets are one way

(Cash Only).
PCC Employees Only.

*Also, If Special Projects is not in the
office and you need movie tickets or
Airline coupons they are also
available from Wilda at the
PCC Business Office.*

Quality Service Corner

Customers

submitted by Art Hannemann

Dear Polynesian Cultural Center,

I'm a nice customer. You all know me. I'm the one who never complains, no matter what kind of service I get.

I'll go into a restaurant and sit quietly while the waiters and waitresses gossip and never bother to ask if anyone has taken my order. Sometimes a party that came in after I did gets my order, but I don't complain. I just wait.

And when I go to the store to buy something, I don't throw my weight around. I try to be thoughtful of the other person. If a snooty salesperson gets upset because I want to look at several things before making up my mind, I'm just as polite as can be. I don't believe rudeness in return is the answer.

The other day I stopped at a full service gas station and waited for almost five minutes before the attendant took care of me. And when he did, he spilled gas and wiped the windshield with an oily rag. But did I complain about the service? of course not.

I never kick. I never nag. I never criticize. And I wouldn't dream of making a scene, as I've seen some people do in public places. I think that's uncalled for. No, I'm the nice customer. And I'll tell you who else I am.

I'm the customer who never comes back!

--Author unknown
(but nice)

EMPLOYEE MENU

Thursday, April 12

Chicken Curry Stew
Macaroni Salad
Steamed Rice
Cold Drink

Friday, April 13

Teriyaki Wings
and Drumsticks
Mixed Veggies.
Steamed Rice
Cold Drink

Monday, April 16

BBQ Chicken
Peas & Carrots
Steamed Rice
Cold Drink

Tuesday, April 17

Teriyaki Pork
W/ Natural Sauce
Seasoned Peas
Steamed Rice
Cold Drink

Wednesday, April 18

Fried Hoki Fish
W/ Tartar Sauce
Tossed Salad
Steamed Rice
Cold Drink

Thursday, April 19

Deep Fry Chicken
W/ Gravy
Buttered Corn
Steamed Rice
Cold Drink

Friday, April 20

Beef Curry Stew
Potato Salad
Steamed Rice
Cold Drink

Monday, April 23

Teriyaki Wings
and Drumsticks
Mixed Veggies.
Steamed Rice
Cold Drink

Tuesday, April 24

Sandwiches
-Turkey
-Bologna
-Salami
Chicken Soup
Lettuce & Tomatoes
Macaroni Salad
Cold Drink

Wednesday, April 25

Chicken Stew
Macaroni Salad
Steamed Rice
Cold Drink

Thursday, April 26







Pork Chop Suey
Straw/Parfait
Steamed Rice
Cold Drink

Friday, April 27

Salisbury Steak
W/ Onions & Gravy
Buttered Corn
Steamed Rice
Cold Drink

**** This menu is subject
to change without
prior notice.**

April MIS 1990

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				Payday! 	9:00a.m. WordPerfect Users Meeting (5.1 Update)	PCC 7th Annual Easter Egg Hunt
				12	13	14
Easter 		9:00 a.m. Introduction to Symphony 				
15	16	17	18	19	20	21
		9:00 PSI Request (Reporting) 			Payday! 	
22	23	24	25	26	27	28

Trivia #3

1. What colors are the uniforms worn for the following departments?

Gateway
Reservations
Guides
Marketplace

2. Name all the night show cultural instructors?

3. Identify this mystery picture (Hint: Managerial Attributes)

4. What special event is being held on Saturday?

5. Name at least three employees on staff with the Auto shop.

6. What special week is upcoming at the end of April.



Last Week's Trivia Results

Congratulations! Mildred Cashman who works in the Employee Lunch Area, She was chosen by the judges as the winner for the Trivia from the last UPDATE. Mildred wins two free Consolidated Movie Tickets. Sorry that we didn't get your picture for the UPDATE.

Second place goes to **Junior Asuega**, who works at laundry. receives a box of Chocolate covered Macadamia Nuts.

The correct Answers for last week were.

1. How many box offices are there at Reservations . **8**
2. How many steps to the

employee lunch area from the front laundry entrance? **26**

3. How many tikis in front of Gateway? **2**
4. How many ice cream flavors at Concessions? **12**
5. How many paydays left in 1990? **19**
6. How many employees in the PCC Graphics Department? **5**
7. How many huts are in the Fijian Village? **7**

Rules

- * First Prize - Two consolidated Movie Theater Tickets
- * Second Prize - 1 Box of Chocolate Macadamia Nuts
- * Open to all current PCC Employees
- * Entries must be mailed/turned in to Special Projects by **Monday at 5:00 p.m.**
- * Judges decisions are final.