



UPDATE '85

Husband and Wife Team Join PCC



Art and Winnie Neilson are the parents of 5 children, 4 of whom are still in Salt Lake City. Their fifth, Brad, will be attending Kahuku High School. Both Art and Winnie expressed their excitement in being at the PCC and are looking forward to their time here.

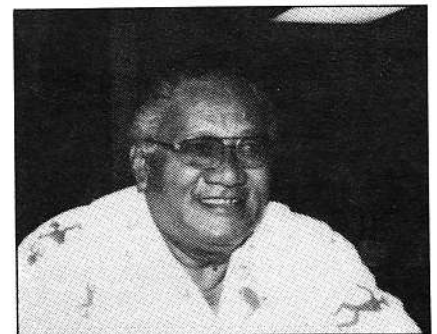
This week the PCC is joined by Art and Winnie Neilson, two new staff members who will be working in important areas of responsibility. Art has been appointed as a Staff Assistant to the General Manager, and Winnie has been appointed the new Training Manager to replace Brain Bowles, who is now at the Theater. Art is a former educator in Salt Lake City area, and Winnie comes to us directly from the Promised Valley Playhouse. Art will be working on some very important special assignments from the General Manager, areas which will include studying many of the new directions in which the Center may be heading. He and his wife Winnie have spent several weeks attending the Disneyland, Knott's Berry Farm, and Magic Mountain training programs in Southern California. Winnie mentions that these places have some amazing things going on. "They have a reputation for presenting a very positive employee image, while adhering to strict employee policies. At the same time, their employees are very happy with their jobs." She said that much of what we do is in keeping with their high standards of performance and we can learn from them. She hopes to be able to continue the fine training program which is already in existence. She particularly appreciates the emphasis on employees being cast members and hopes to be able to emphasize this point even more, as that is really what we are — cast members on stage for all to see.

PCC's Halau Loves the HULA

The Polynesian Cultural Center's Halau, Hui Ho'oulu Aloha, returned this week from the Merrie Monarch Festival in Hilo where they danced and competed in the annual Hula competition. The women were awarded 4th place in the Kahiko section, or the Ancient Hula. The number which the women performed, O Kahaleohu, was composed by Kumu Hula Cy Bridges, who is also our Vice President in charge of theater. The number was written in honor of his grandmother.

To the members of the halau the important thing was not the competition, but the love of the Hula. Just being able to be

at the competition was a great experience and a bond of unity and friendship was formed which will last for a long time. Both Mike Foley and Harry Brown, two of the PCC employees who accompanied the halau to Hilo, commented on the unity. They mentioned that before and after each practice the members of the group would join hands and Cy Bridges would motivate them, instruct them, and praise them for their work. Then they would join in prayer and enjoy the spirit of that moment. Mike Foley said that you could feel the electricity flowing through each of the members and others who were present.



Former Maintenance Manager Pat Peters passed away this last week on April 11th. Bro. Peters, manager of the entire support area, was also a Mission President in the Samoan mission and held many other important Church callings. All those who knew him knew of his strength and great dedication to the Church.

The employees of the PCC express condolences and sympathy to Bro. Peters' family.

New Administrative Assistants Named



Two new administrative assistants, Wayne Yoshimura and Verdetta Keku-aokalani, have recently been appointed to assist vice presidents. Wayne, who will be the assistant to John Muaina in the support services area, comes from Food Services where he has served for several years as an assistant to Emily Kaopua. Verdetta will be serving as an assistant to David Hannemann in the Village Operations and comes from the support services area, where she has been serving as the administrative assistant to John Muaina.

The UPDATE congratulates these two employees on their appointments, and wishes them well in their efforts.

Trivia Prizes Announced

This week the UPDATE has finally finished compiling the prizes for the Trivia Marathon winners and here they are:

The first—place prize went to Mahana Pulotu and Leialoha Jenkins, who tied. They both have received a **getaway package to Turtle Bay Hilton, which includes 3 nights and 2 days and a \$40 restaurant credit.**

\$170,000 Polynesian Fantasy

This week the Polynesian Cultural Center will begin the final countdown into the biggest and most exclusive promotion which has ever been conceived for it. Reginald L. Schwenke, Director of Promotions for the Center has put together a package of prizes which include:

***Two cars to the Grand-Prize Winner**

***A 5-day/4-night "Summer Experience" for two at world-renowned and exclusive Mauna Kea Beach Hotel**

***Week-long, deluxe vacation for two at the Kahala Hilton**

***Week-long Norwegian Caribbean Lines cruise for two aboard the world's largest and one of the most luxurious cruise ships**

***Two-week vacation for four to Tahiti**

***Silver Spirit Rolls-Royce for a week**
Aside from this, the Center will give away 1,860 pairs of tickets and the Coca-Cola company will give away 1,815 cases of Coke.

The giveaway starts this week and starting April 24th, KITV, KCCN and

Second and third place go to Sam Langi and Phillips Ieremia, who both received **dinner for 2 and Al Harrington show at Polynesian Palace.**

Runners—up include Rene Tetuanui, Grace Edmonds and Solomon Kahawai who each received an **all—you—can—eat prime rib dinner for 2 at the Turtle Bay Hilton.**

Thanks to Reg Schwenkie, Pam Su'a and Turtle Bay Hilton for providing the prizes.



Reg
Schwenkie

Times Supermarkets will start advertising the promotion. To the Cultural Center this event means a huge amount of publicity and advertising.

To win, a person must fill out an entry blank at Times Supermarket or a Nis-san location and be chosen a daily winner. After the daily prize is won (a ticket to PCC on June 8th), the winners will be put into a drawing and the Grand-Prize winners chosen from that. The drawing will take place on June 8th while the winners are present.

Although employees and their families are not eligible to enter, the June 8th day is sure to be fun and exciting for us all, as the Center will be entertaining many local friends and neighbors and we'll be able to see the winners as they are selected.



PCC
PERSONNEL
SAM LANGI



*I just don't
understand
why so many
employees
are quitting
all of a
sudden!?!*

"HOW TO HANDLE CUSTOMER COMPLAINTS PART 2"

Each week the UPDATE, together with the Training Department, will sponsor this continuing series, titled, "How To," which 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 Tuesday of that week, before 5:00pm

The Mission Home complex gets very few complaints, which is really nice, but occasionally we do have a guest who isn't totally satisfied. One problem which some guests have, and I'm sure that this isn't common to our area alone, is that they arrive here late in the day and don't have enough time to see and visit everything. Usually these people are not too upset, but sometimes an **occasional** guest gets frustrated because they weren't aware of the many activities available at the Center. Rather than tell them that the tour drivers are not informing them, or that they made the mistake, the best thing to do is concentrate on the positive aspects of the remaining day. This means telling them of all the good things which they still have time to do and see. Usually I try to tell them the things which I would do if I had only 2½ hours to go through the PCC. I tell them to be sure and go on the canoe ride and suggest the best demonstrations. I get excited about the things they can see and don't dwell on the things which may take them a lot of time. Usually they catch my excitement and by the time I send them on their way, they are happy to get started. It's important to focus on the positive things which people can do and see when they have a complaint. Oftentimes their complaint will become very small if you are excited, happy and helpful. **Kim Matchett**

When I used to work at the Gateway, I'd see lots of guests using our raincoats. I remember one very large older lady becoming upset with the coat she'd been given. It simply hadn't covered her well enough to keep most of the rain off and, as a result, her clothing was soaked. She insisted on telling me off. I tried to calm her down by talking to her and then I took her over to the theater's laundry services. They were able to dry her wet clothes quickly so that she didn't miss the night show. This really changed her attitude. She was pleased to be comfortable again, and I was pleased to have found a useful way to help her and salvage our reputation in her eyes. It's important to do what you can to make guests happy when there has been a problem which couldn't have been avoided. **Jaime Lao**

This place really seems huge to the uninitiated and the most frequent complaint I hear deals with finding directions. Guests often have this dazed look, sig-

naling to me that they either don't know where they are, or how to get to some other place, or what time various activities begin. When I see that look or hear that complaint, I immediately refer the guest to the "Passport to Polynesia" pamphlet. Talking softly, I explain the use of it to them and if they still complain, I'll listen and work with them and then try to explain further. I find that being very specific is the key to giving good directions. It also helps to give the guest a bit of a pep talk to build a little confidence and make them feel like they know their way around. One of the best things you can tell them is that walking around all the villages takes only about 10 minutes. This often helps them get over the feeling that they are heading into a 20-mile jungle without a compass or map. If you see someone staring down at their map like it's written in Greek, **ask them if you can help**. Oftentimes you overhear guests talking to themselves, or looking like they need help, and here again, we need to step forward and ask them if we can help. Don't wait for guests to ask for assistance; let's anticipate their needs. This will be one of the biggest factors in helping them have a pleasant experience. We have a responsibility to serve the guests the best we can and being bold is the key **Albert Fitisemanu**

Sometimes complaints will result from guests being misinformed. It's easy to tell them that they are wrong, and give them the correct answer, but most people don't like to be told they are wrong, even if they are. A good example of this is when people get upset at us because we don't open the ice cream shack until 2:00pm. Of course they don't realize that there is another ice cream shack open, but they are still upset. Rather than tell them they are wrong because there was a shack open, the best thing to do is listen and understand them first. After they have expressed themselves, there are gracious ways of telling them about the other snack bar. Thank them for their suggestion and ask them in sincerity if they think the Center needs two ice cream huts open before 2:00. This involves them in a positive way and gives them a way out of being embarrassed (and we all know that this isn't a pleasant feeling). It is so important to take the time to answer questions and deal with guests when they have a problem. This way we make sure they go away feeling good about the Center and what we are trying to do. We're not perfect here, but if people feel that we're trying and that we appreciate their suggestions, guests will have very few negative feelings as they leave our gates. **Olivia Aiolutpea**



Tam Ah Hoy directs guests through the Samoan Village

Our HOW-TO Checklist:

1. Be positive — pointing out the positive aspects of a situation oftentimes makes the problem disappear
2. Some problems take extra effort, just reassuring them isn't enough.
3. Become sensitive of guest's needs. Be bold in asking guests if they need help or directions.
4. There are no stupid questions — share positive feelings rather than making a guest feel embarrassed or foolish.

Mr. Rodger's Neighborhood

By Debra Dauk

Spring fever has always been a term that captures the imagination. What does it really mean? Students, like myself, maybe understand it best in the classroom. As the beginning of the spring term approaches, I know I find myself dreading the thought of being locked in a classroom again, five days a week, trying to jam a full course load of information into half the amount of time regularly allotted and yet, being witness to the allure, right outside the window, of blue sky and waving palms.

*We long to feel the sun on
our necks and the cool
slithering
of ice cream down our throats*

Similarly, those of us in the nine-to-five working world of drab grey offices and incessantly — whining typewriters and telephones, find our thoughts turning easily to the awakening world outside. We long to feel the sun on our necks and the cool slithering of ice cream down our throats, just the way our guests do.

Tourists, escaping colder climes, often remark how odd it must be not to experience definitive changes in the seasons here in Hawaii. And yet, we who live here, still do experience that curious thing called "spring fever." We await, with as much anticipation as any visitor from Canada or Denmark or Japan, the chance to frolic outdoors on late, warm evenings with opportunities for adventure, romance, or just some simple laughter, seemingly in great abundance. Wouldn't it be pleasant to experience that feeling year — round? **Our guests do.**

On a year — round basis they practically skip through the grounds, delighted with the greenery around them, the heavy scent of plumeria in the air, or the feel of a light, warm rain on their cheeks. Sure, there's the occasional complainer who wouldn't enjoy himself on a vacation had it even been all expenses paid. But for the most part, our guests come through our gates brimming with eager anticipation and generally happy with what they find here.

*We have much to be thankful for
here in a land where the seasons
seemingly never change.*

We have a responsibility to see that they enjoy their visit to our side of the island; which, for many, will be the only taste of Polynesia that they may experience while in Hawaii. With "spring fever" running in our veins, it's not hard to fulfill their expectations. We have much to be thankful for here in a land where the seasons seemingly never change. It affords us the chance to catch the fever, the excitements and enthusiasms throughout our entire working year, that our guests feel so strongly during their brief stay.

Cultural Corner

From the Institute for Polynesian Studies

The High Priced Nail

With the discovery of most of the Pacific Islands the common, everyday nail became "gold" to the native inhabitants. For a scant handful of nails the explorer Wallis discovered he could get pigs, bananas, coconuts, chickens, and even dogs.

The Tahitians thought they were the fruit of a tree; consequently, they planted them in their gardens in the hope they

would grow and bear fruit. But, of course, they only rusted.

The highest price paid for nails by the Pacific Islanders was the spread of venereal disease which decimated the native populations, for nails became the most popular items to trade for sexual favors.

It is interesting to note that Wallis' ship nearly fell apart — his men, after stealing from the ship's stores, resorted to pulling them out of the ship's planks, benches and tables.

CALENDAR

Friday, 19

Movie AUD 10pm
BBQ Beef Cubes, Steamed
Rice,
Buttered Mixed Veg, Cold
Drink

Saturday, 20

Pork Slices w/Brown Gravy,
Oven Baked Potatoes, Buttered
Carrots, Cold Drink

Monday, 22

Baked Meat Loaf w/Tomato
Gravy, Steamed Rice, Buttered
Corn, Cold Drink

Tuesday, 23

**Kahuku High School PTSA
Meeting at 7:00pm tonight
All Parents Welcome
Beef Curry, Hot Rice, Salad
w/Dressing, Cold Drink**

Wednesday, 24

BBQ Pork Slices, Steamed
Rice, Seasoned Mixed Vegeta-
bles, Cold Drink

Thursday, 25

Chicken Ala King, Baking Pow-
der Biscuits, Steamed Rice,
Tossed Salad w/Dressing, Cold
Drink

Friday, 26

Hot Beef Sandwich, Brown
Gravy, Steamed Rice, Tossed
Salad, Cold Drink

The UPDATE is an employee newspaper of the Polynesian Cultural Center, and is issued as a training tool of the administration of the Center. The UPDATE staff consists of:

UPDATE Supervisor David Rodgers
UPDATE Assistant Debra Dauk
Printing is done by Iava Posala of the PCC Graphics Dept.

Submissions to the UPDATE should be received by Tues. at 5:00pm to be included in that week's issue. The UPDATE staff can be located in the Graphics Dept. from 8am — 5pm weekdays.