



## Waikiki Sales Staff Improves PCC Attendance

This week the UPDATE spotlights the Waikiki sales team and honors them for their hard work. This team is responsible for dealing with travel agents, presenting special PCC promos, handling ticket orders, developing customer relations, preparing sales forecasts and many other sales—related duties. Once a week this team of 8 meets with their manager, Christine Aldanese, and discuss their performance in relationship to their forecasts and goals. Each member of the team has a specific area such as the Far East, North America, Kama'ainas, etc., and each of them takes time to report on how his or her particular area is doing and what is expected. Oftentimes, this gives the others a chance to praise or give suggestions as to how to handle problems or different situations.

During this entire meeting the underlying theme and feeling is directed to the yearly sales forecast for 1985. About a year ago, the Waikiki sales team, along with Haili Pokipala and Ralph Rodgers, determined that the sales projection for

1985 would be 1,010,000 visitors to the PCC. They didn't realize that in 1984 the attendance would reach over 1,026,000, and so in January of this year the sales team decided that they couldn't settle for attaining a goal that was less than last year, so they set their own goal. After looking at all the past years they saw that in 1979 the Center had over 1,100,000 visitors and so they decided that in 1985 the attendance goal would be to have our greatest year ever. So they have unofficially adopted the new attendance forecast at a whopping 1,120,000 visitors! That's what they are thinking and working towards. Presently they are selling at approximately 98% of the higher goal, and expect to make up the 2% difference in the summer.

Two other employees round out the Waikiki office, Mike Foley and Reginald Schwenke. These two assist the sales team and prepare all of the advertising and promotions for the Center. They work with the salespeople to determine which advertising strategy will benefit each

area. Although not part of the sales team, it is appropriate to mention these two special assistants to Haili, and honor the work they do for the Center.

Both Haili and Christine are proud of the success of the Waikiki sales team. Christine feels that they are the best sales team in the Oahu Market, and attributed their success to being extremely service oriented. They put their agents above everyone else and will do whatever it takes to attend to their needs. Haili mentioned that the sales team does a good job of selling the Center because the Center is a super product to sell. He says that when the employees at the Center go the extra mile and make the Center that much better, the sales job is much easier and that's why this will be the best year ever.

The UPDATE salutes these employees and wishes them luck as they work towards the goal of 1,120,000 visitors to the Center this year. It is a goal which we all share.



# THE EVEN GREATER PCC TRIVIA MARATHON!!

This is the third week of the 2nd PCC Trivia Marathon. Last week's winner, chosen by drawing, was Solomon Kahawail with 10 points. Also with 10 points were Pam Su'a and Leialoha Jenkins.

This is the week the official marathon starts. From here on out the entire points will be tabulated in a race to the final grand prize. Although we don't have the final word on the Grand Prize yet, we have an idea of what it will be, and it's sure to be very exciting. We'll share more about it with you next week.

This edition of the PCC's Trivia Marathon will highlight Polynesian culture, heritage and history and will include questions which deal mostly with the 7 island groups of the Polynesian Cultural Center. These include Samoa, Aotearoa, Fiji, Hawaii, Marquesas, Tahiti and Tonga. From time to time we will include questions from Easter Island, the Cook Islands, Niue and Rarotonga. The questions will be compiled by the UPDATE and the Institute for Polynesian Studies, so the employees who work there will not be able to help others with the questions or participate. **IMPORTANT:** The Bishop Museum has requested that they not be contacted for answers to the questions. The BYU-HC library has all the answers stored in books for those of you with unanswered questions. Entries should be received at the Graphics Office no later than Tuesday at 5:00pm.

Here's the first group of "regular season" questions:

GOOD LUCK!

Each answer is worth 1 point

1. Which is the biggest single minority group in French Polynesia?  
\_\_\_\_\_
2. Who was considered the Founder of Modern Tonga?  
\_\_\_\_\_
3. What great missionary landed in Samoa on his boat "Messenger of Peace" and converted Malietoa Vainuupo, hence all of Samoa?  
\_\_\_\_\_
4. What is the nearest adjacent land to the Fiji group?  
\_\_\_\_\_
5. How many letters in the Maori alphabet?  
\_\_\_\_\_
6. How many wives did King Kamehameha have?  
\_\_\_\_\_
7. What Polynesian island was the first to be discovered by European navigators hence received the initial onslaught of navigators, whalers and traders?  
\_\_\_\_\_
8. Which island was discovered on the eve of Easter in 1722 by the Dutch Admiral Jakob Roggeveen?  
\_\_\_\_\_
9. Name this employee and where she works.  
\_\_\_\_\_



Here are last week's answers. 1. Tahiti 2. c. 36 3. Tuna, Fata and Savea 4. b. 300 5. a. 10% 6. Resolution and Discovery 7. c. one-ninth

Here are the points for last week's Trivia Marathon:

Solomon Kahawail (Tech Services)	10
Leialoha Jenkins (Purchasing)	10
Pam Su'a (Special Projects)	10
Celva Boon (Special Projects)	9
Luse Magalei (Theater)	9
James Kaka (Theater)	9
Mahana Pulotu (Village Operations)	9
Rene Tetuanui (Village Operations)	7
Raymond Mokiao (Training)	7
Grace Edmonds (Training)	7
Sam Langi (Personell)	7



Solomon Kahawail was this week's winner

## Lasting Impressions of the Past

This week, the UPDATE continues a new feature entitled, **Lasting Impressions of the Past**, which will focus on past employees of the Polynesian Cultural Center. Each week the UPDATE will accept brief articles (50—150 words) which should highlight a particular impression received from a past employee who did his or her job particularly well, or who went the extra mile. Articles should be submitted before Tuesday at 5:00pm to the Graphics Office, and should be based upon personal experience.

Curran Arakaki used to work trams with me and I vividly remember his first day on the job. I was at the snack bar when he came along in this tram that was on fire! He did everything to try and put that fire out without being conspicuous. He fanned it, blew on it and all the while he was still laughing, joking and somehow managing to keep his cool. He didn't let this problem get him down. In fact, I don't remember him ever letting things get him down. He took everything in his stride with a lot of patience. He taught me that this patience and adaptability to daily changes would be a big thing to learn in order to do tram work well. We nicknamed Curran "Boom Boom" in remembrance of the trams that somehow were

always going bad on him, but even that he took in stride. He was never ashamed to learn from his mistakes and I'm sure this patient attitude of his is helping him even now on his mission. I know it has really helped me. **Pauline Siufanua**



When I think of employees whom I have worked with, Francis Iyeke from Nigeria has to be one of the standouts. The word to describe Francis was proud. He was proud of everything — his uniform, his shoes, his job, his company, his church, his country. When he would come to work and dress in his security uniform, it really meant something to him and he was determined to do his best. He would come up to me (I was his supervisor at the time) look me straight in the eye and give me a real sharp British salute with his heels snapping together and his hand going sharply to his brow. He took pride in his area. It seems like he was always cleaning and sweeping. If he saw something on the ground anywhere in the Center, it was always picked up by him and put in the trash. If all the employees had that kind of pride in what they do, the Center would become more alive and vibrant to guests, and we would see a change in our feelings toward our job..I think that we all need this kind of pride, Francis style, when we come to work. **Harvey Alisa**

## PCC's Grandest Mothers

The ballots are in, the votes have been tabulated and we know you are dying to find out who are the winners of the UPDATE's most prolific mothers contest. After several telephone calls, we think we have the winners — here they are:

\*The mother with the most children award goes to Lucy Unga who works in the mission home and has 13 children.

\*The Grandmother with the most Grandchildren award goes to Tauamo Malufau of the Samoan Village. She currently has 33 grandchildren.

\*The Greatgrandmother with the most Greatgrandchildren award was a tie. The two women are Pearl Gee and Lily Kana both from the Mission Home and who both currently have 3, but are racing to see who will be the first to have their 4th. We'll keep you informed as this race continues.

Honorable mention goes to Vailua Purcell of the grounds crew with 11 children and 19 grandchildren — and Alga Alo from the Samoan Village with 8 children and 24 grandchildren and 2 greatgrandchildren.

Thanks to all those who participated, the winners may contact the UPDATE to receive their prize.





# Mr. Rodger's Neighborhood

By David Rodgers

This week the UPDATE spotlighted the Waikiki sales team, and honored them for their success in selling. We all deal with sales on a daily basis in our lives — from the door-to-door vacuum pushers to the friendly ticket vendors at the theater. Sales are a huge part of our lives, but what is the real definition of selling? According to Webster, selling means **to convince of**. We all know the salesperson who can't stop talking about the great things that his or her product can do and we also know that all the talking in the world usually doesn't sell a bad product, so not much "convincing" is going on. Yet these are the people we think of when we think of salespeople. A true salesperson is one who convinces. Convincing isn't done by banter or big words, it's done by example. Often times we are turned off by these "salespeople" and start to label all salespeople as dishonest and liars. Many jokes in the United States revolve around the "Used Car Salesman" and our impression of his dishonesty. Many of us who laugh at such jokes never even have bought a used car.

*Notice how many books are written on the topic of selling...but none of them teach the true concept."*

Our missionaries are salespeople, although many Church members wouldn't like to see them labeled that way because "salesperson" can be a dishonest term. They do, however, have the responsibility to convince. One of the purposes of the Book of Mormon is to **convince** the Jew and the Gentile that Jesus is the Christ and all of the Church's 250,000 converts this year will be convinced that the Church is true hopefully by the greatest convincer, the Holy Ghost. The Savior was the greatest convincer of all time as He taught the way people should live. Instead of doing a lot of talking about what a great deal people were getting and how His was the best way all the time, He simply lived as He preached and said **"Come Follow Me."**

What a great lesson for salespeople. When you go into a paperback bookstore next time, notice how many hundreds of books are written on the topic of selling. Open one up and read a few lines. The major topics include how to overcome customer objections, how to close the sale, how to get your money, etc., but none of them teaches the true concept of selling and convincing, which is that people are convinced by actions, not words.

We are all salespersons. In everything we do we are convincing others — whether we want to or not. All of our actions, words, thoughts and feelings group together to form an impression from which others perceive us. This is especially true here at the PCC. Even though we are not consciously trying to convince people of anything, they leave us with impressions and thoughts of the things they saw and did. When a gardener prepares an area or a plant, and works hard to make it nice, he or she is convincing a guest that the PCC is well kept and beautiful, and in effect becomes a salesperson. If we look at it this way, we are all salespeople at the PCC, and how well the PCC does with its visitors is dependent upon how well each of us does his or her job. If most of the employees are "Used Car Salesmen," then PCC will probably come across to others about like a used car, but if we are honest in our actions as true salespersons are, the PCC will be appealing and successful, as it is becoming.

As the Waikiki sales team strives to have its best year yet, let us join them and show that this "Laie sales team" will have its best year yet by becoming true salespeople.

## The Legends of POLYNESIA

### From the Intitute for Polynesian Studies

#### Maui Snares the Sun — Version 2 A General Polynesian Legend

One day Maui said to his family, "These days are too short. There is not enough time for men to do their work or women to cook the food. The sungod goes too quickly across the sky to the world beneath." Therefore Maui considered how to snare the sun to slow its

progress. The first noose he made he used coconut sennit but it was too weak and was soon broken. The second noose he made he doubled the amount of cording but still the sungod frizzled it up. Therefore Maui took the sacred tresses of his sister Hina and braided lengths of it into a great noose which he took to the far horizon. When Ra, the sungod, came up from the spirit world Maui pulled the rope and caught it by the throat. Only when he promised to go more slowly did Maui release the sun. Since that time, men have had longer days in which to go about their work.

## CALENDAR

Friday, 17

Corned Beef and Cabbage,  
Steamed Rice, Seasoned Mexican,  
Cold Drink

**The UPDATE congratulates the guides employees who were chosen today as the Supervisor's spotlight winners. They include: Kory Jones (Canoes) and Jill Bicoy (MPG Guides)**

Saturday, 18

Hamburger w/Beef Brown Gravy,  
Steamed Rice, Mixed Vegetables, Cold Drink

Monday, 20

Baked Meat Loaf w/Brown Gravy,  
Mashed Potatoes, Steamed Rice,  
Seasoned Peas, Cold Drink

Tuesday, 21

Curry Chicken Stew, Steamed Rice,  
Pineapple Chunks, Cold Drink

Wednesday, 22

Hot Beef w/Brown Gravy, Oven Baked Potatoes,  
Steamed Rice, Corn w/Butter, Cold Drink

Thursday, 23

Pork and Cabbage, Steamed Rice,  
Pineapple Chunks, Cold Drink

Friday, 24

BBQ Chicken, Tossed Salad, Home Fried Potatoes,  
Steamed Rice, Cold Drink

\*\*\*\*\*  
An Antique Upright Grand Piano, For Sale!! Asking \$500 or best offer — Great Condition!!

ALSO

CAR FOR SALE!! '78 Volkswagen Scirocco "S" Addition, New Tires, Good Condition. Call 293-8051 for inquiries.  
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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  
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