

UPDATE '85



This week the UPDATE spotlights the employees of the Tongan village. These often unrecognized individuals contribute a great deal to the authenticity and interest of the Polynesian Cultural Center.

According to Villages Vice President, David Hannemann, the Tongan village is always striving for a better presentation of their culture. He praises them for their hard work and for going the extra mile. Just recently they spent some extra time and had a big spring cleaning in their village and anyone who visits now will be impressed with the beauty and cleanliness of the area. Even the difficult to manage plantation is looking spotless which is a result of a special clean-up day the village had last week.

The Tongan village, under the direction of lead Tevita A. Taumoepeau, consists of 20 employees who handle the dancing, singing, playing of instruments, clean-up, instruction, and entertaining which goes on daily in the village. They consist of:

Melenaite Tovo
Sione H. Latu
Tae'iloa Ngalu
Losaline Manoa
Atelaite K. Takafua
Maile Heimuli
Tevita Feloko
Mele N. Ongoongotau
Palu Pota
Vika Taukolo
Maata Faivailo
Popua Fineanganofa
Talanofa Fale
Mosese Tameilau
Sifa Mafi
Mele Funaki
Sela Mafa
Ofa Ve'a
Faleola Ofahengaue

The UPDATE salutes these employees for the contribution they make to the Polynesian Cultural Center and extends a special "Maloaupito" or thank you very much. Here are some of the friendly faces of these people from the "Friendly Islands."



Villages Open Museum, Bid Aloha To President Rodgers

On Thursday May 30th a special flyer was inserted in the daily Passport to Polynesia inviting the guests to an exciting day of special activities in the villages. It lived up to its expectations. Vice President David Hannemann led the way at 12:00 noon with the lei cutting for the New Migrations hut and Museum. The Museum features exciting new paintings and demonstrations dealing with the Pacific migrations and a number of valuable artifacts from ancient Polynesia are now on display.

The museum has been prepared by the village operations with paintings by Ken Coffey. Much of the museum work was done by Pam Su'a and her Special Projects crew and also by Rubina Forrester and the Institute for Polynesian Studies.

The addition of the museum brings an added strength to the villages and is expected to become a very popular attraction among guests. Honored visitors at the grand opening included F. W. Gay, Mary Gay and George Cannon of the Board of Directors, as well as President and Sister J. Elliot Cameron.

Later in the day guests were treated to a special version of the Voyages of the Pacific as all the island groups gathered at the new May Day Reviewing Stand to sing and dance. The special fiafia was to practice for the visit of Elder Howard W. Hunter of the Council of the Twelve Apostles who will be visiting later this month.



Also, the villages took the opportunity to honor President and General Manager Ralph Rodgers before he departs on his historic trip to China next week. His visit (along with Sister Rodgers) is at the request of the Chinese government to help their country with their cultural centers. Both he and Sister Rodgers were honored with gifts, music, dancing and appreciation from the village employees along with the dancers from the Theater.

As part of the day's festivities, Vice President David Hannemann announced changes in the villages which include a new fishing structure in the Tahitian village, the new May Day reviewing stand near the Mission Home, new displays in Samoa, and many other improvements in addition to the new museum.





THE EVEN GREATER PCC TRIVIA MARATHON!!

This is the fifth week of the 2nd PCC Trivia Marathon. Last week's winner, chosen by drawing, was Tai Macatiag with 7 points. Pam Su'a had 9 points but had won previously. 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. Entries should be received at the Graphics Office no later than Tuesday at 5:00pm.

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

Each answer is worth 1 point

GOOD LUCK!

1. What society in Tahitian culture was comprised of travelling players who devoted themselves to entertaining all sections of the populace?
2. In ancient Tongan custom when the Tu'i Tonga died every individual in the kingdom had to have his head _____?
3. The present residence of the Head of State in Western Samoa was originally the home of what famous writer?
4. Which European explorer first visited Fijian waters in 1643?
5. The tuatara or "living fossil" of New Zealand resembles miniature _____?
6. Kamehameha defeated two great chiefs at the Battle of Nuuanu (Pali). Who were they? a. Kaiana b. Kaeokulani c. Keoua d. Kalanikupule e. Keeaumoku
7. Which lesser-known Polynesian island has the two dialects: a. MOTU meaning the "people of the island" and b. Tafiti meaning "the strangers or the people from a distance"?
8. What is the main island of the Cook Islands called?
9. What is kava called in Fijian?

Here are last week's answers. 1. Turtle 2. War Club 3. a. 362 4. Lapita pottery 5. A Bat 6. The Thaddeus 7. Short — Moko — Moko, Long — Hanau Epee 8. Chile 9. Coral Reefs

Here are the current leaders in the Trivia Marathon:

Pam Su'a (Special Projects)	19
Leialoha Jenkins (Purchasing)	16
Solomon Kahawaii (Tech Services)	15
Sam Langi (Personnel)	15
Lindy Tufaga (Business Office)	15
Mahana Pulotu (Village Operations)	14
Luse Magalei (Theater)	13
Paula Taosoga (Theater)	13
Rose Fa'oliu (Employee Compensation)	14
Tai Macatiag (Business Office)	7
Rene Tetuanui (Village Operations)	7

Classified Add

FOR RENT: Executive Office, fully furnished w/private bathroom/shower. Personal secretary plus Executive Assistant. Use of Lincoln Continental w/private phone including driver (see Exec. Asst. above) also private electric cart and driver (ditto Exec. Asst.). Offer limited to June 4-22 and June 26-July 8. Address all inquiries to: 293-1952



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Announcing the New Vice-Presidents Awards!!

New awards join traditional prizes for big employee giveaways

This week Vice-President of Personnel, Vernice Pere, announced the addition of the "Vice-Presidents Award" to the traditional General Manager's and Assistant General Manager's awards. These new awards of \$25.00 each will be given to employees in each of the Vice-Presidents areas who show that their attitude and actions are superior. Each Vice-President will award 1 or 2 prizes monthly from now to the end of the year, and the winners will be spotlighted in the UPDATE.

Along with the new awards will continue the tradition of the General Manager's awards. President Ralph Rodgers will award 4 monthly prizes of \$25.00 to employees throughout the Center, as will Assistant General Manager Steve Ashton. These awards are also given for excellence and for extra effort while working.

In addition to the \$25.00 awards, the Training department will award 10 \$10.00 awards each month to employees chosen from nominees. The candidates will be nominated by employees throughout the Center and will be chosen by a group of Managers and Supervisors familiar with the employees of the Center. Any employee may submit another employee, and all are encouraged to participate, especially when you see another cast-member doing his job well.

As a result of these awards over \$3,800.00 dollars will be given away to almost 200 employees in the next 7 months. There is a lot of money available to be won, and with improved attitudes and actions, you may be able to qualify for an award.



The UPDATE wishes to honor former employee Doe Horomona this week. Doe worked for the Center for 9 years in the Maori village and was renowned for his photos with protruding tongue and fierce poses.

Doe passed away last week while in New Zealand, and we send our condolences to his family. All PCC mourns his loss.

Mr. Rodger's Neighborhood

By David Rodgers

One of the biggest crisis in one's life is the time you first discover a wrinkle on your face. Although it may occur at a very early age, wrinkles are always a sign of being old, and for many years scientists have studied all kinds of lotions and creams to try and "cure" this problem. Many women will pack mud on their faces to try and prevent this from occurring, and millions of dollars are spent annually on supposed remedies. Several years ago surgeons developed a possible solution to this age-old problem — it's called a face-lift.

Face-lifts are a form of plastic surgery and involve a process whereby doctors make incisions behind the scalp and literally pull the excess skin back and tuck it underneath the cut. This does improve the cosmetic appearance of the patient and although not recommended to everyone, it has proven to be one solution. Since that time the face-lift has become a household word which means taking something and remodeling or improving it and making it better.

It seems that at this moment in time as we look around the Polynesian Cultural Center, the most appropriate word we may find to describe what is going on would be, "face-lift." The number of things being remodeled or improved is huge... For example:

1. **The Gateway is now completely different than it was 4 months ago, and it is DEFINITELY improved!**
2. **The new Migrations hut and Museum is now open.**
3. **The roofs of several buildings in Samoa, Tonga and Hawaii have been re-thatched and look great.**
4. **The Theater is also receiving a new roof.**
5. **New lei stands have been put on Coconut Island.**
6. **The entry way to the Pacific Pavilion has new tikis, lights and plants.**
7. **The Gateway is remodeling their menu.**
8. **There are new time clocks coming to help with the scheduling.**
9. **The villages have several new items. A new fishing structure in Tahiti, a new bedroom in the large Samoan fale depicting the way Samoans live today, musicians are now playing on Coconut Island, and many other changes are soon to be finished.**
10. **Concessions are experimenting with many new food items including frozen bananas.**
11. **We have even decided to give the UPDATE a face-lift and improve the look which it has.**

It would probably be safe to say that the administration of the Center would like to see a lot of new and exciting things for the guests. They seem to recognize that once in a while when things start to get a little old, that a face-lift is in order.

As these changes are taking place, and others are being slated for the near future, it's important that we all get on the bandwagon, and be sure that we are in on this change. It seems that we are all witnessing employees who are trying to upgrade the work they do and to make their area more presentable and more enjoyable for the guests.

At the Polynesian Cultural Center we have a unique situation in that we differ a great deal from other theme parks when it comes to performing a face-lift. When the people at Disneyland want to improve the park, they get a wrench or a paint can and work on their entertainment machines. At the Polynesian Cultural Center our entertainment machines are people. The employees who our guests meet are the "ride" and the interaction with them is what they pay for. When we need improvements in our attraction, we need to improve employee performance and the way they interact with the guests. It's certainly much easier to paint a merry-go-round than to get your employees to react better and to become more customer oriented, but this is what we face.

It's not that the employees are doing a bad job, because they're not. But when a guest leaves our gates, they should have had such a great experience that they will rave about us when they get back home. They need to call home the next day and say "The Polynesian Cultural Center is the finest thing we've been to here in Hawaii. It beats Disneyland and Knott's Berry Farm and all the rest."

This takes place when we as individuals put the customer first. We smile, we answer questions, we work harder to make our area look good and we take great pride in what we do, but we never stop trying to improve. No matter how much we try and improve the Center by adding attractions and painting, no real "face-lift" will take place until we improve our performance. This is the challenge before us, so let's band together and get rid of those wrinkles.

The Legends of Polynesia From the Institute for Polynesian Studies The Maori Kumara Story

There was once a little son of a chief named Pou who began to stick his tongue out, always as though pointing in the same direction. Wanting to satisfy the little fellow, Pou ordered every desire to be granted to him but nothing would cause the tongue's withdrawal. In desperation Pou decided to sail in a canoe with his son in the direction of the pointing tongue. In a distant land they were introduced to a soft, sweet potato which the boy declared suited his taste and promptly stopped sticking out his tongue. When Pou and his son returned home on the back of a great bird, they carried with them baskets of the wonderful new food which they shared among the Maori and the kumara or sweet potato was brought to New Zealand.

CALENDAR

Monday June 3rd

Fried Chicken, Chicken Gravy,
Mashed Potatoes, Seasoned Corn,
Drink

Tuesday 4th

Beef Tomato, Steamed Rice, Tossed
Green Salad, Thousand Island Dress-
ing, Drink

Wednesday 5th

Italian Spaghetti w/Meatballs, Garlic
Bread, Steamed Corn, Drink, Parma-
san Cheese

Thursday 6th

Swiss Beef Liver, Steamed Rice, But-
tered Mixed Vegetables, Drink

Friday 7th

Breaded Pork Slices, Brown Gravy,
Mashed Potatoes, Peas and Carrots,
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:

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Printing is done by Iva Posala and Jaime Lao 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.