

UPDATE '87

The second round of division meetings held in the Center this year has kept employees up to date on market trends and the administration's plans to keep the Center abreast of them.

The meetings have also allowed employees to express job satisfaction in a company-wide employee survey which is believed to be the first ever administered at PCC.

Allowing employees to respond to questions of how we feel about our jobs and our supervisors' management abilities, the questionnaire also allowed room for comment by individual employees and should provide information that is valuable to the company as it reflects employee morale.

Employees have expressed appreciation at knowing how the company is faring in the present market and are excited to know possible areas of future expansion that are being considered in order for PCC to maintain its market share.

Kamehameha Observed

The Hawaiian Village celebrated Kamehameha Day this year with style as special activities were added to the daily offering for guests and employees alike.

This is the first year that the day has been scheduled on the actual state holiday rather than on the most convenient Saturday, and the decision enhanced the day for all who attended.

Beginning the event with an early-morning devotional, a group of villagers, managers, and chiefs gathered in the schoolhouse which had been beautifully decorated with kahili and quilts.

Speakers, including Hawaiian Village Chief Keith Awai, Les Steward, Magi Keil, and President Ralph Rodgers discussed the importance of culture in our lives and its role in the Center.

It was a fitting start to a day set aside for honoring one of Hawaii's great chiefs, and throughout the day displays and activities showing lauhala weaving, Hawaiian quilting, carving, fishing, hula and others attracted many guests.

In the "Year of the Hawaiian" the Center is proud to be represented by Keith and his staff. Their village is a showcase that is always a pleasure to visit.

Division Meetings a Hit



1987 Year of The Klutz?

This year Center employees have been hurting themselves in surprising ways. Concerned about on-the-job safety, management has been checking monthly reports and so far out of some 162 cases these few examples show our Safety Track Record:

Concessions: An employee "flipped, hurting head and elbow", for another "pineapple juice flew in eye". **Gateway:** A supervisor had "fingers caught in dispenser", a cook had a "fish bone caught in finger", and a multi-purpose worker "slipped/had lump behind ear".

Guest Services: A guide "stepped on a sharp object", another "fell, hurting shin" and another "cut both feet".

Maintenance: A groundskeeper had a "coconut accidentally hit left leg", a carpenter "stepped on a nail", a mechanic "hit head on a tire lever", and a custodian's "finger got caught".

Security: A guard "caught fingers between gate", another "pulled gate wrong/back hurts", while another suffered a "cut on tip of toe".

Theater: A dancer "slipped and bit tongue", another dancer "bumped into a chair", another "hit index finger with patu". A dancer suffered a "burn on nose", another "slipped and fell into the lagoon", while another had his "right thumbnail torn off".

Village Operations: A plantation worker suffered a "hernia/lifting table", another "slid and fell on a rock", while a secretary "fell on her face".

Special Projects: A worker "dropped table on big toe".

In every department employees are cutting fingers and toes, burning themselves, and pulling muscles. In all, 25 fingers, 13 toes, 9 heads, 5 backs, 13 knees, 8 ankles, and assorted other body parts have been mashed, mangled, and otherwise maimed so far in 1987.

President Rodgers is currently looking at ways to reward departments who can finish the year accident-free. Looking out for our own safety should also extend to keeping our work areas uncluttered and safe for others. Good luck!

Center Celebrates "Year Of The Hawaiian"

In the first of several planned contributions to the "Year of the Hawaiian" celebration, the Center has made a cash contribution that will be used towards the translation of a Hawaiian hymnal for use by local schoolchildren.

In addition to that, President Ralph Rodgers, attending the celebration's exhibition of Native Artists of Polynesia in the Amfac Gallery, purchased two pieces that will be placed in the Center's Migration Museum.

Each piece is a koa framed display of superior featherwork created by Lucia Jensen, wife of well-known Hawaiian artist Rocky Jensen. One consists of three mounted head leis in yellow and black, with the center piece holding a lei palaua of koa.

The other acquisition is a strikingly beautiful black feather cape with red feather ornamentation. The piece was not originally for sale, but the artist allowed it to be bought for the museum.

The art exhibit, embodying contemporary works from around Polynesia, has as its theme "We are one people: He Iwi Ho'okahi Makou."

Marketplace Art

Workers recently prepared the walls of the Marketplace tapa room to receive displays of student art. In cooperation with the BYU Fine Art department, Vice President Vernice Pere hopes to continue a program started some years ago, whereby students and other local artists exhibited their works for sale.

The move really helps a group of Polynesian students who would like to earn their way through school by using their talent for art rather than having to work at jobs unrelated to their major.

LaMoyne Garside, Chairman of the BYU Fine Arts Division is excited about the program because of the encouragement it offers his students and also because they will learn what is required to prepare their work and present it successfully in the marketplace.

Plans include the participation of the students in demonstrating their art and techniques for Center guests and the activity should prove popular as it gets under way.

Aloha O'e Pam



When you ask Pam Su'a what her most memorable job experience is, she has trouble deciding between many unique events and a host of VIP guests who have had the royal treatment from Pam and her Special Projects people.

After some four years with the department, beginning as its secretary and ending her employment as its Manager, Pam and her family have left for Ogden, Utah.

As Pam recalls:

"President Thomas Monson had asked that I call him to make arrangements for some friends of his visiting the islands. I had to call him after the evening show and a night canoe tour so it was late and I was very nervous. However, he was so grateful for the help we could give him and he put me instantly at ease!

We spoke for about 15 minutes and I was touched by his sincerity and graciousness towards me.

Another experience that stands out

in my mind was meeting Mrs. Anwar Sadat of Egypt. She was an intelligent, gracious woman who asked many questions about American education programs and she was so down-to-earth that it was a thrill to meet her."

As Pam explains, however, it is the little, everyday events that remain most with her. She recalls the hustle and bustle when we find out at the last minute that an important VIP is coming; the spiritual gift of sitting in a Sunday morning devotional in the Samoan fale with the Board of Directors; the fun of the employee Christmas parties; and just the everyday pleasure of working with good people from each department who help make special events successful.

Pam and her children recently joined her husband Vatau in Utah where he is entered in the Police Academy for three months of training. They plan to relocate in Murray, Utah. We wish Pam, Vatau, and their five "Hawaiian" children much Aloha and success.

Kahuku Grads

It seemed like a long walk, even after rehearsals, but Kahuku High School graduating Seniors were looking good as they marched through Pacific Pavilion last Saturday for this year's graduation ceremonies.

The Center stage must be the most unique for any graduating class on the island but each year Kahuku grads handle themselves with dignity and charm as teachers, families, and friends wish them well for the last time.

The administration extends congratulations to all graduating children of employees and to all of our student employees graduating this year!

Register Now

Registration is now being taken for Pre-Kindergarten and grades K-6 Summer Classes.

Services include: Pre-Kindergarten Preparation, Remedial Sessions, Review Sessions, and Fall Preparatory Classes.

Staff qualifications include: B.S. Degrees in Elementary Education, Early Childhood Education, and currently employed at Laie Elementary School.

For more information call: 293-1093 or 293-2983 (Tiare Hee or Franki Tabua).

New Village Costumes

A project literally "under wraps" these days but due soon for a grand unveiling is being prepared by the Center "mothers" of the seamstresses department.

Colorful new designs are taking shape as village costumes in bold-patterned fabrics are matched and sewn under the direction of the general manager.

Responding to the need to replace the old costumes, the artistic committee researched available textiles on the island and pursued the printing of fabrics in Asia. Honolulu supplies of fabric are limited and the distinctive Polynesian patterns unavailable in the large quantities the Center needs.

Plans are under way to design and print a series of PCC designs that can eventually be marketed under the Center logo. Watch for a colorful new look in the villages as this project comes to completion.

Employee Retires

If you have ever "done time" in the Center laundry you will know exactly what it means to be in a "hot spot".

Emily Kapu, a three-year PCC employee, decided this month to retire from the steam and heat of her job although she said she will really miss working with the laundry crew. Her co-workers think she will probably miss washing mountains of tablecloths, napkins, shirts, pants, and muu muus!

Support Services Vice President Magi Keil thanked Emily and wished her well at a pot luck provided by fellow employees.

Board Of Directors Here Soon

Center employees will soon host our Board of Directors once again as the group gathers for its July meetings.

The schedule calls for three days of meetings from July 10 through 12 and will include a management Motivational Meeting at 10:00am Saturday July 11 in the BYU Choral Room.

Focus Groups In Focus

You may not have heard of a "focus group" before, but it is a basic component in the Center's Sales and Marketing strategy.

Working with a downtown research group, Center market analysts and the Future Planning Committee observe random groups of Hawaii visitors who respond to questions about their experience at the Center. By shaping the questions to focus on activities that might draw repeat visits, Center personnel are able to solicit valuable guest response for future planning.

All age-groups are represented in these focus groups, and all aspects of the PCC experience are explored. Center management is better able to evaluate the daily activities, food, shows, prices, etc because of the many hours spent in this type of research.

So, if you find yourself the center of focus one day it may be that your responses to your experience are valuable to future planning!

The Ultimate Beauty Contest

The Laie Beautification Committee will name awardees in the first annual "Beauty Contest" for homes and gardens in the community.

President Ralph Rodgers will present cash prizes at 1:00pm in the BYU Little Theater on Saturday June 27.

So -- gas up that lawn mower, sharpen that machete, it's time to separate Beauty from the Beast that lurks in your garden!

Aloha Oe, Reg

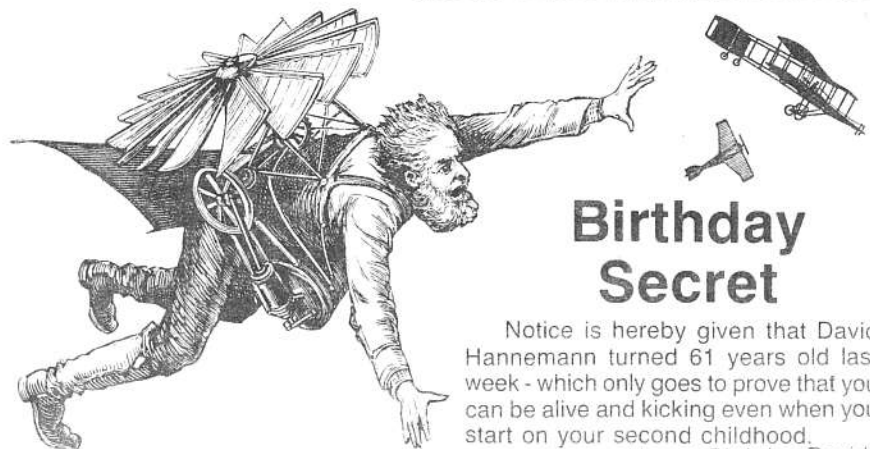


Center Director of Public Relations, Reg Schwenke, leaves in June to begin his own consulting and Public Relations business. Reg has had experience with Honolulu newspaper publications as well as in private business in Samoa, but it is his work with PCC that has been most satisfying to him.

His Center position, while demanding much from him, has also afforded once-in-a-lifetime opportunities for the former Kalihi boy. In last year's Statue of Liberty festivities, Reg travelled to Washington with Hawaii's young student essay winner for a round of television appearances that culminated in a meeting in the White House with President Reagan.

Reg has seen heads of state visit PCC and hosted people from all walks of life in his capacity as Public Relations representative. He has an open manner that immediately puts guests at ease and conveys the respect and friendship that has become a PCC hallmark. His work with promotions linking the Center with other Hawaii companies for giveaways and the resultant free advertising began a wave of name recognition which is still strong today and which continues with such projects as the Sterling Scholar Awards.

Reg and his wife Nana are the parents of 4 children. They live in Kaneohe.



Birthday Secret

Notice is hereby given that David Hannemann turned 61 years old last week - which only goes to prove that you can be alive and kicking even when you start on your second childhood.

Happy Birthday David!

VIEWPOINT

Sometimes people who have not yet visited us compare us to Disneyland. It may be that they have heard from others that we put on the best show in the islands, or that we offer canoe rides, or that our villages have thatched huts in which we demonstrate activities.

It may be that they simply assume that the number one visitor attraction in Hawaii would be a Disney-type center. Either way, the comparison can work both for or against us. I have been presented with this comparison more than once when I've met people who have heard of us but haven't seen us.

I enjoy commenting on their question for the answer is simple and straightforward, and explains more about our purpose than any long lecture would. I tell them how I have visited Disneyland and noted that there are some similarities in the two operations in that we both hire a number of students as well as our full-time staff.

However, when a student goes to work after classes in Disneyland, he clocks in, picks up his costume, puts it on, and becomes Mickey Mouse for a day. He looks like Mickey Mouse, acts like Mickey Mouse, and, in fact, is not permitted to be himself as long as he is on the job.

Here in the Polynesian Cultural Center, a student comes to work, clocks in, picks up his costume, puts it on, and becomes himself more surely than any other time in his busy day. He is Tongan or Samoan, Hawaiian, or Maori. He doesn't have to act like something he is not. He looks like what he is, and he presents himself as what he is, and there is a world of difference between him and Mickey Mouse.

Sometimes we forget just how great the concept is on which the Center was first built. All things begin with an idea, and it was David O. McKay, president of the Church, who first conceived of what we might accomplish with the concept of presenting Polynesian culture to the world.

I'm sure that President McKay knew what that would mean to the hundreds of Polynesian students who would work here, and I'm also sure that he recognized there would be rewards for them beyond working their way through school. I suspect that he knew exactly how valuable the cultural experience would be to young men and women growing up in a changing Pacific.

He would have known that there is no contest between Mickey Mouse of Disneyland and Sione of the Tongan Village. One is based on fantasy, the other on reality. Disneyland presents what dreams may be for us if we were able to enjoy them in the present and we feel good exploring the fantasy of them.

Here in the Center we present the values of a people and the resultant art, culture, architecture, philosophy, and way of life that has grown out of those values. The achievement is heart-warming and we feel good to recognize how far a people have journeyed in the massive change introduced into a culture with contact with the outside world.

Whether we visit Disneyland or the Cultural Center, we will enjoy a day filled with activities, food, and fun and go away from each with a good feeling, - especially if we get to meet Sione or his Disneyland counterpart!

Vernice Pere

EAT AT MAX'S

June 17 - 25

Friday 17

Chop Suey, Roast Chicken
w/gravy, steamed rice, corn,
drink

Saturday 18

Turkey Tail, Chicken Pot Pie,
gravy, rice, cranberry salad,
drink

Monday 20

Breaded Pork, Beef Pot Pie
w/biscuits, rice, coleslaw salad,
drink

Tuesday 21

Beef Tomato, Teriyaki wings or
drumsticks, steamed rice, sea-
soned corn, drink

Wednesday 22

Sweet and Sour Meatballs,
Chicken Ala King, rice, mixed
vegetables, drink

Thursday 23

Pot Roast Beef w/gravy, baked
mahi w/tartar sauce, steamed
rice, tossed salad w/dressing,
drink

Friday 24

Laulau, Lomilomi salmon,
Chicken Long Rice, poi,
steamed rice, drink, pineapple
salad

Saturday 25

Chili Franks, Swiss Beef,
steamed rice, seasoned green
peas, drink

Costumes

Costumes are designed for a specific look. You are NOT permitted to alter your uniform nor wear backpacks, waist pouches, big jewelry pieces, etc. with it.