



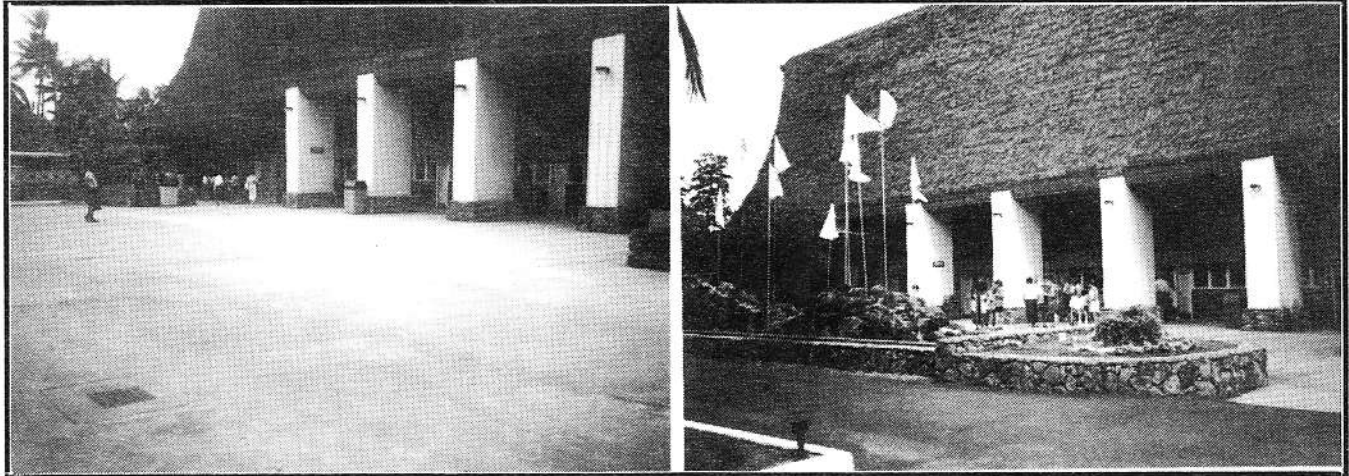
Polynesian Cultural Center

# UPDATE '90

Employee Newsletter

Friday, June 8, 1990

## Front Entrance Gets New Look



***Maintenance workers toiled through the night to remove the fountain and rocks from the front entrance over the Memorial Day holiday.***

Maybe you are one of those people who had the "here today, gone tomorrow" feeling lately, then you've probably been to the front entrance. Over the Memorial Day holiday our own maintenance crew began the very first of many changes that will take place at the front entrance.

The fountain was removed in order to better accommodate the large numbers of summer guests that we anticipate. By removing the fountain at the inner plaza we have more space to work with. We can accommodate larger groups of people and provide greater information services.

Removing the fountains and improving the front entrance is just a small part of a larger plan, to be implemented in phases, to give the guests an "experience" right from the time they come around the corner and get their first glimpse of the center. Improvements will be made by adding color and variety to the entrance. Banners and flags will adorn the entrance. In trying to enhance the look of the

vegetation at the main entrance there have been some real challenges. The salt air combined with the trade winds makes it difficult to grow beautiful plants.

Of course with this new front entrance, we will want all of our guests to come in the front entrance. We hope that all employees will take pride in the new look of the main entrance and help support the many changes that will yet occur.

### In This Issue

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**Deadline for the next  
UPDATE is Tues. June 19**



## V.I.P. Notes

# Senator Akaka visits Center



As a courtesy visit, and in conjunction with the dedication of the 4.9 million dollar flood control project at Kahawainui Stream. Senator Daniel Akaka shown here with T. David Hannemann, Eric Shumway, Eni Hunkin, and other dignitaries. These V.I. P.'s visited on Thursday, May 31st, 1990, and were hosted by David Hannemann.

## HAWAIIAN VILLAGE CULTURAL DAY Saturday, June 9, 1990

### **Schedule of Events**

3:00-3:30	Sunday's Halau
3:30-3:40	Legends & Stories
3:40-3:45	Canoe Race
3:45-4:15	Keith's Halau
4:15-4:40	Fashion Show
4:40-4:50	Palale Contest & Exhibition
4:50-5:30	Finale

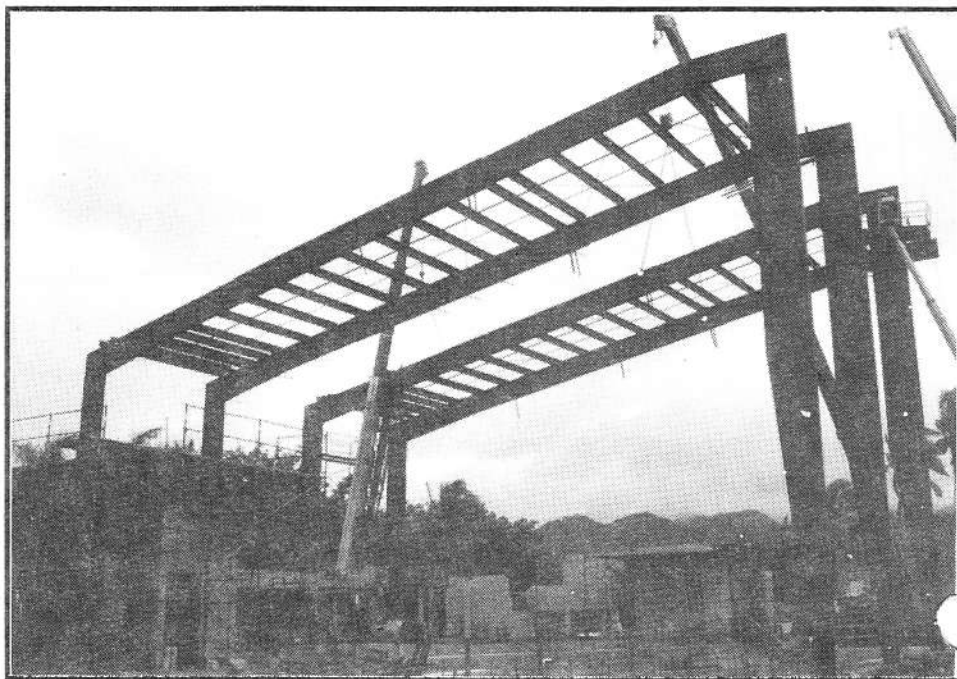
### **Ongoing Activities:**

Hula Lessons  
Carving with Kawika  
Taro, Poi, Ulu Poi  
Lauhala Weaving  
Lei Making  
Peroglyphs and Tatooing  
Children's fishing pond

## IMAX<sup>®</sup> UPDATE

Submitted by:  
Robert Heywood,  
Project Representative

As scheduled, the steel is on the site and in less than a week is showing growth. The structure is 55 feet in height and seems to blend in with the vegetation from all angles throughout the villages and campus. The mason now has the burden of pushing ahead to the roof, fusing the steel to the structure. Completion is still set for the end of this year.



## Human Resource Corner Orientation Groups

Get a look at the two latest groups of employees at the Center.



**5-23-90 Orientation Group:** Kim Hoffman-Concessions, Wendy Goo-Ushers, David George-Ushers, Berlino Martin-Concessions, Edward Robert-Gateway, Liahona Tiatia-Canoe Show, Carlene Okimoto-Night Show, Bernadette Nahinu-Waikiki Promo, Kenneth Quinn-Concessions, Prince Galeai-Ali'i Luau Musician, Kristyn Ledbetter-Concessions. Thanks for being such a great orientation group. The special dance number by Edward Robert will go down in my orientation history book!!! Sydni Frasure-Wheat.



**5-30-90 Orientation Group:** Mite Ahau, Sela Pale -Gateway, Mamao Hauga - Concessions, Fiona Tuiklovatu - Concessions, Emily Lui, Puanani Sheldon-Gateway, Sandee Keanini-Gateway, Latai Wolfgramm-Concessions, Joyleen Fifita, Lusitania Tongi-Tech. Services, Luisa Kinikini, Leialoha Magalei-Gateway, (back row) Ron Nand-Motorpool, Lahanitani Tongi-Tech Services, Kelikupa Matu-Tongan Village, Val-Personnel.

## CONGRATULATIONS to our Graduates from Kahuku High School and Brigham Young University-Hawaii



### Time to Learn to Do

"I've graduated! said the young one. "The world owes me a living."

"Congratulations," said the older one, "but you owe the world your life."

"What's that mean?"

"It means you've got to do something for the world in return for your living. What can you do?"

The young one thought a bit and replied, "Not very much."

"Learn!" said the older one. "And the best time to learn is right after the graduation."



## Consolidated Movie Ticket Holders

Summer means box office ticket prices will be going up. So will the GMT group movie tickets. When our current supply is gone the next batch will cost \$4.00 per ticket. Since box office prices will rise to \$5.50 starting June 8, 1990, you will still save \$1.50 for each ticket you buy.

Department purchases limited.

### Employee Notes

## Goodbye - Hello - Goodbye



**Goodbye** to Momi Mills, DMBA Administrative Assistant who is leaving to accept a position with the Church Employment Services as the placement specialist. **Hello** to our new DMBA representative, Grace Lee. **Goodbye** to Grace Lee as our Paymaster. You don't have to worry about your paycheck though because Grace is still on the job, today however, is her last day. We often take for granted our prompt paychecks, correct deductions and courteous service. We express our gratitude to both ladies for their service to the Polynesian Cultural Center.

### Employee Notes

## Helen Langi Receives Scholarship



Helen Langi, a dancer in the Night Show, and Kahuku High School Senior was recently awarded a Garnett National Foundation Scholarship. The \$6,000 scholarship can be used at the college/university of her choice.

The Garnett Foundation scholarship is provided through the Hawaii Newspaper Agency to qualified newspaper carriers. Because of Helen's outstanding achievements in 4-H, school, and community programs, she was able to qualify for the national scholarship. She will be attending BYU-H this fall. **Congratulations Helen!**

**Ever since the Employee Lounge Supervisor, Mildred Cashman, has taken the responsibility over maintaining the whole employee building the lockerooms have been exceptionally clean; things have been truly sparkling.**

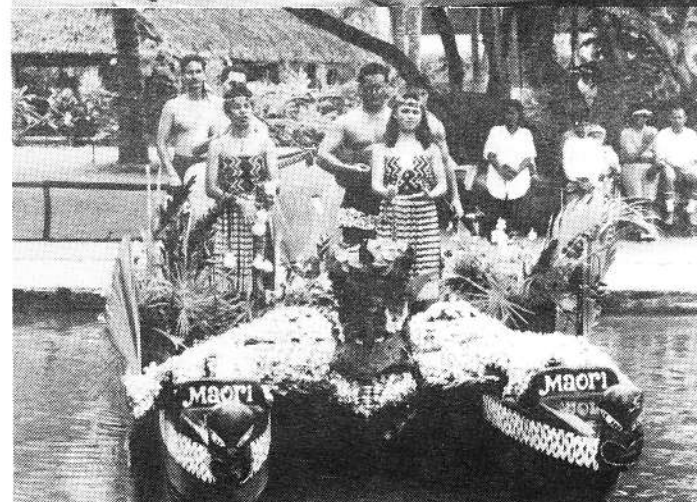
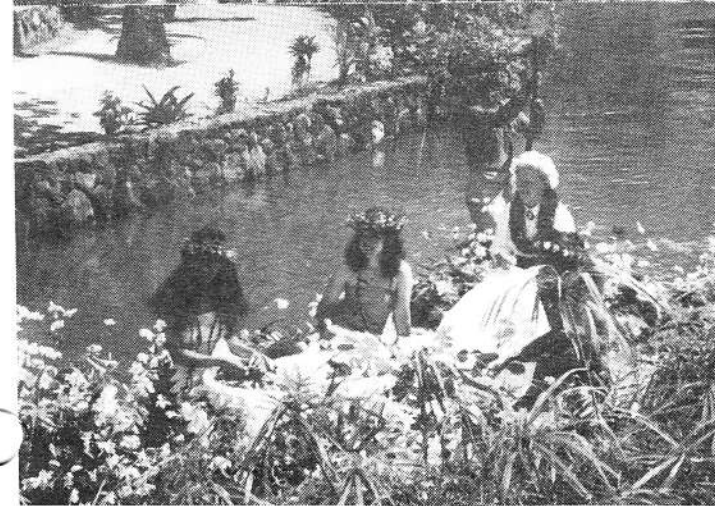
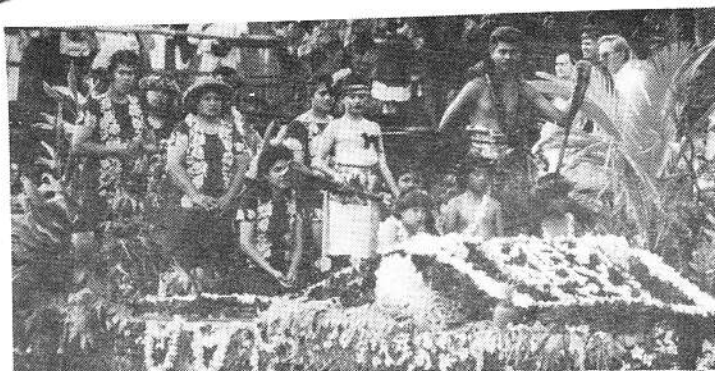
**We employees appreciate clean bathroom (toilet and floors). It makes us feel important that our company would show concern for it's employees. Many thanks!**

**Sincerely,**

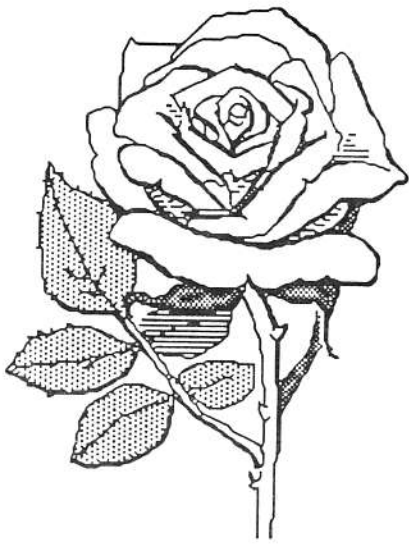
**Grateful Employees  
(who use the lockerooms every day)**

# May Day Canoe Pageant

Due to popular demand we wanted you to see what all of the beautiful canoes looked like when the Villages celebrated May Day.





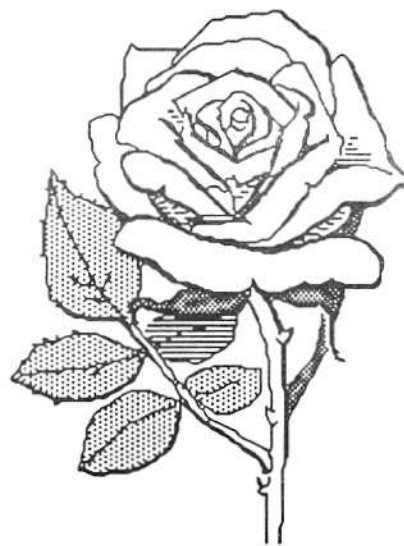


# Mother's Day Breakfast Memories

On Saturday, May 12, 1990, the Center honored our distinguished employees who are also full-time mothers. The breakfast was fun, rewarding and well deserved by all who attended.

Many who attended expressed their sincere "thanks and appreciation" to those who organized the event and especially to President Christensen.

The photos printed here depict only a sampling of the wonderful spirit and comraderie that was felt by all who attended that morning. It was truly a very special event!



## Quality Service Corner

Spot light on employee's view of what the 3 "Ls" of Quality Service are. . .

### LOOKING TO SERVE . . .

Leilani Glassie

Concessions

"... being able to help others automatically!"

Pauline Tautu

Ambassador Tour Guide

"Seeing the guests looking lost or confused about what they are doing, (even when they pretend that they know where they are going and yet you see them going around the Gateway 3 times, Ha!) We'd help them with humor and cheerfulness, giving the direction or any information they need. . . Also, Picking up the trash along the way and help keep up the Center. You don't have to be paid to pick up a straw or paper cup.

### LISTENING TO SERVE . . .

Ken Peters

Canoe Guide

"Listening carefully to the questions of the guests, and then answering them the best you can, because your answer does reflect not only you, but the whole Center as well."

### LOVING TO SERVE. . .

Danae Opa-Paul

Theater

"... Comes easy no matter how challenging your work is because you love it! But if you don't like what you do, most likely you're going to do a lousy job. But if you do your best regardless of how you feel about your job, then that's commendable."

Teremoana Takairangi

Tahitian Village

"... you make the tourist feel at home and comfortable, this usually stems from the love and pride you have for your own culture."

Leilani Glassie

Concessions,

"... Oh I love my job, it's heaps of fun, with different personalities. . . and the purpose of the PCC is dedicated to serving everyone.

## Housekeeping Corner

## Malia Leiataua Named Employee of the Month



Our congratulations to Malia Leiataua for being named the Housekeeping Department's April Employee of the Month! It came as a great surprise to her when she was chosen but not to those who work with her.

Malia is a long time resident of Laie and is well known in the community. Her devotion to her family, church, work, and friends has shown through the years.

Malia just celebrated her 22nd year here at the Center. She was originally hired in May of 1968 as a dancer in the Theater and later that year transferred to become a custodian. You can find Malia working hard cleaning restrooms in all areas and keeping the Front Entrance and the outside of it looking nice for our guests and employees as they enter. Her co-workers enjoy working with her and appreciate that she is always willing to help others when she has completed her job. She has taken on the tasks for those employees that are absent in addition to her own duties and does a terrific job in completing all.

We thank Malia for her continuous good work and attitude that she exemplifies as one of the Center's longest employed and devoted employees. We congratulate Malia Leiataua again for being named the April Employee of the Month for the Housekeeping Department.



## Employee Notes

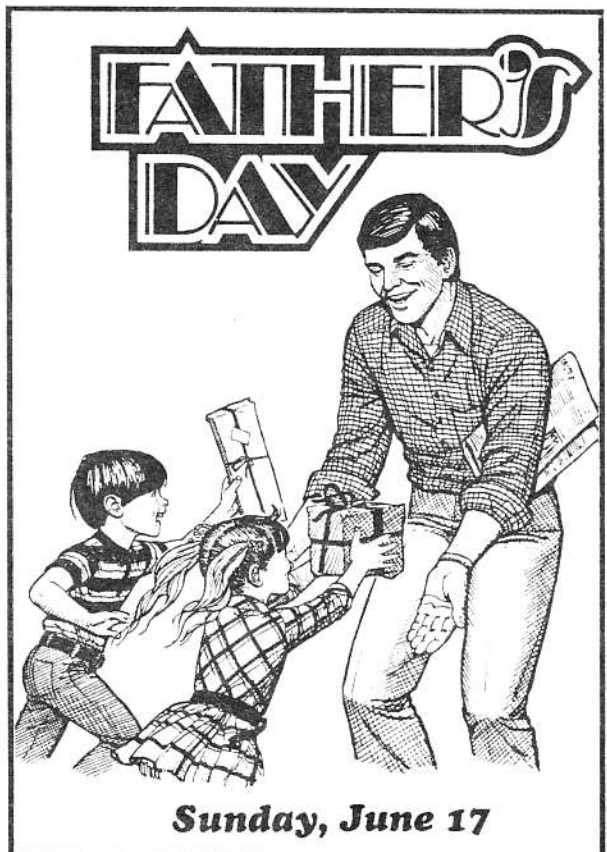
# Gateway Corner



Congratulations to our newly inducted members of the Gateway 100 club who are now the proud owners of the 100 Club jacket, a special 100 Club certificate and soon will also proudly wear new swatches. . . Wow! Thanks to the effort of our club president, Mildred Cashman and her "never say NO to Swatches" committee, the presentations went off with flying colors and lots and lots of beautiful and delicious leis. For the rest of you Gateway grunts, keep trying and acting like you are working hard at work and who knows maybe you too can claim the prize of being a member of our 100 Club but if you don't, just continue smiling and don't be jealous!! Maybe next time!!

### \* NOTE \*

All employees who have lockers in the employee building locker rooms need to see Mildred Cashman beginning Monday, 6/11 through Friday, 6/15 to report your locker numbers and have it registered with her. If locker numbers are not reported by the deadline, you will forfeit your locker for re-issuing.



# 20%

## Discount on America West Airlines for PCC Employees!

As a mahalo to the Center for working closely in Promotional experiences, America West Airlines is pleased to offer a 20% introductory discount to all employees of the Polynesian Cultural Center. In order to qualify for this discount you must travel by December 15, 1990. The employee must provide America West with a company I.D. or a letter verifying their employment. The employee must travel. Immediate family (spouse, children, parents, and grandparents) may travel with the employee with a letter verifying family relationship.

To get this great discount follow these simple steps:

1. Call in your reservations normally to their Reservations office at 1-800-247-5692. You do not need to tell them you have a discount.
2. Obtain the **record locator number** for your reservation.
3. Call the Honolulu Ticket Office 971-2810, and advise America West of you employment at the Center and of the record locator number of your reservation.
4. Follow instructions from America West on ticket payment and pickup.

### Conditions:

- \* Travel must originate in Hawaii
- \* The 20% discount applies to any published fare available on America West Airlines; discount fares, full coach, business class or first class (where applicable). Discount is not available for interisland flights.
- \* All rules governing the applicable fare apply, regarding advance purchases, payment requirements or other restrictions.
- \* All employees who are not members will be enrolled in America West's frequent flyer program, Flightfund, and receive the following:  
Enrollment bonus of 2,500 miles  
One time 5,000 for one-way trip from Honolulu to the Mainland

## New Employee Benefit


McDonalds of Laie has provided all Center employees with a 'KAMAAINA CARD'. With this card, and at the Laie McDonald's you get special food incentives with the purchase of any breakfast sandwich or breakfast entree. You can also get a free small drink with the purchase of any large sandwich, Chicken McNuggets®, or salad entree.

# Kamaaina

C A R D

When you purchase a Breakfast Entree or any Large Sandwich, Chicken McNuggets® or Salad Entree, you will receive FREE one of the following items:

Any small size Soft Drink, Coffee or Hot Tea



Offer valid only at:  
McDonald's® of Laie  
55-400 Kamehameha Highway  
Card expires November 30, 1990

You can pick up your McDonald's KAMAAINA CARD at the Human Resources department.



## Magic Kingdom Club Members

**H**ave you heard about the new Disney Stores? Now, there's one in your hometown. It's a treasure chest of Disney merchandise previously available only at Disneyland and Walt Disney World. And the best part is, Magic Kingdom Club members can receive a 10% discount on any item they buy!

That's right. Just show your valid Magic Kingdom Club membership card and save 10% on all merchandise purchased at our newest Disney Store location.

**Ala Moana Center  
Honolulu, Hawaii**

## Quality Service Corner

Spot light on employee's view of what the 3 "Ls" of Quality Service are. . .

### LOOKING TO SERVE . . .

*Lloyd Togia*

*Laundry/Gateway*

" . . . finding every opportunity to help someone fulfill his need."

*Tofilamoa Nalesoni*

*Concessions*

" . . . I look to serve by watching peoples faces, you can always tell what is wanted by that "kind of look." You see it only when you look for it."

*Christina Owens*

*Security*

"When you make yourself available to serve the tourist and employees."

### LISTENING TO SERVE . . .

*Lloyd Togia*

*Laundry/Gateway*

" . . . you listen by understanding the other person's view. Sometimes you do more help by not saying anything but observing and understanding."

*Tofilamoa Nalesoni*

*Concessions*

" . . . it's giving youor full attention, and feeling it in the inside, this cause a great deal of sensing."

### LOVING TO SERVE. . .

*Lloyd Togia*

*Laundry/Gateway*

"I enjoy my job and want others to enjoy there's too, with a "smile" and a "hello" or even some "small talk" if time permits. This is the second place people come to, and I'd like for them to have a good start or a better day."

*Tofilamoa Nalesoni*

*Concessions*

" . . . when you have so much to be grateful for , and remember your blessings, you can't help but want others to feel the same way. You feel something deep and undescribable. If you don't feel it, you won't perform it!"

# EMPLOYEE MENU

### Friday, June 08

Pork Chop Suey  
Strawberry Parfait  
Steamed Rice  
Cold Drink

### Monday, June 11

BBQ Chicken  
Peas & Carrots  
Steamed Rice  
Cold Drink

### Tuesday, June 12

Beef Curry Stew  
Tossed Salad  
Steamed Rice  
Cold Drink

### Wednesday, June 13

Deep Fried Chicken  
W/Gravy  
Seasoned Corn  
Steamed Rice  
Cold Drink

### Thursday, June 14

Fried Hoki Fish  
w/ Tartar Sauce  
Salad  
Steamed Rice  
Cold Drink

### Friday, June 15

Teriyaki Pork  
W/ Natural Sauce  
Peas  
Steamed Rice  
Cold Drink

### Monday, June 18

Lamb Curry Stew  
Tossed Salad  
Steamed Rice  
Cold Drink

### Tuesday, June 19

Teriyaki Wings &  
Drumsticks  
Mixed Vegetalbes  
Steamed Rice  
Cold Drink

### Wednesday, June 20

Pork Chop Suey  
Strawberry Parfait  
Steamed Rice  
Cold Drink

### Thursday, June 21

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






### Friday, June 22

Chicken Stew  
Potato Salad  
Steamed Rice

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



## June 1990

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						<b>Hawaiian Village</b>  <b>Day</b>
		Introduction to Computers 		<b>Flag Day</b> 		<b>Cultural</b>
<b>Father's Day</b> 		9:00 a.m. Introduction to Microsoft Excel (Mac) 		<b>Summer Begins</b>		
10	11	12	13	14	15	16
17	18	19	20	21	22	23

## Trivia Match

- How many pictures are hanging on the walls of the corporate reception area?
- Match these names with their departments:  

Todd Tamura	Waikiki Reservations
Paul Versteeg	Reservations
Grace Powell	Technical Services
Francis Ho Ching	Motor Pool
Kim Nae'ole	Waikiki Sales
Sakaraia Yalimaiwai	Housekeeping
Mary Peters	Warehouse
- Who is the new DMBA representative replacing Momi Mills?
- How many paid holidays left in 1990?
- Who is the manager over Canoe Guides and Laie Tours?
- Identify this happy little boy with an "entertaining" smile.

**Look for the new TRIVIA BOX at the Employee Lounge for your answers... good luck!**

### 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.



## Trivia Results

### Congratulations!

**Kathy Tolleson**, who works in Human Resources, who wins two free Consolidated Movie Tickets.

**2nd Place** was taken by **Lindy Tufga**, Accounts Payable. Lindy wins a box of Chocolate covered Macadamia Nuts.



## Trivia Scramble

- He holds the keys to everything. **LOCKSMITH**
- So, Sow, Sew. **SEAMSTRESS**
- PCC's Universal Studios **VIDEO PRODUCTIONS**
- Best news in town! **UPDATE!**
- Yummy treat! **DEELITES**
- Clean Uniforms **LAUNDRY**
- People form all ove the world. **TOURISTS**
- Our awesome corporate receptionist. **TALI'ILAGI GALE'AI**
- Four Human Resource people all rolled into one! **TED, VAL, SYD,**
- Mystery Person: Who is this little cowgirl? (Hint: a well-loved, and very clean, supervisor) **WILMA FONOIMOANA**