



Polynesian Cultural Center

# UPDATE '90

Employee Newsletter

Friday, August 3, 1990

## Center Welcomes Former Easter Island Governor!

Sergio Rapu, former Governor of Easter Island, was welcomed enthusiastically by the Center as he arrived Wednesday, July 27th 1990. Sergio has come to the Center to work with Vice President to transform Coconut Island (between the Samoan Village and the Mission Home/Chapel) into an Easter Island exhibit.

Sergio has brought with him his wife, Cindy, and his two children (Shown in picture at the top right). Academically an archeologist, Sergio received his Bachelor's and Masters degree at the University of Hawaii. While here Sergio hopes to be able to do work on his Ph.D.

As a part of his welcome Sergio was introduced to the villages and was appropriately welcomed by all of the villages who gathered on Coconut/Easter Island and sang songs and performed dances. The family was then welcomed officially by the Samoan Village after which Sergio made a return speech in the native tongue of Easter Island.

Let's all welcome the Rapu family as we look forward to this new addition to the Center.



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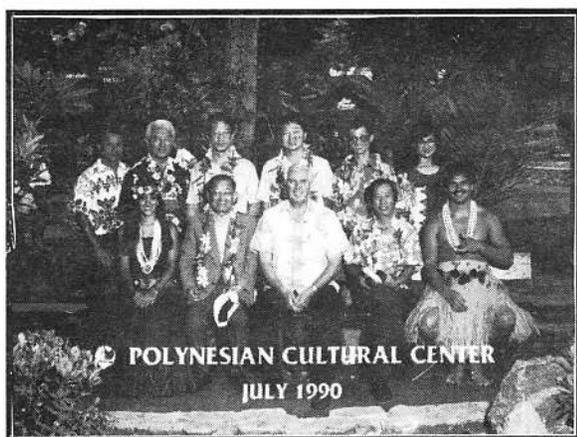
**Deadline for the next  
UPDATE is Tues. August 14th.**

# Former Premier of Taiwan, Republic of China Visits PCC

It was a pleasure to watch so many people welcome Mr. Huan Lee, former premier for the Republic of China in Taiwan and President of the National Sun Yat-Sen University. Mr. Lee is semi-retired after serving as premier for one and a half years which ended on May 20, 1990. He is currently Senior Advisor to the present Premier, Mr. Teng Hui Lee.

Mr. Lee and his party visited the Center on Monday, July 9th at which time President Christensen and Staff VP David Hannemann escorted this VIP group throughout the Center. Other staff members visiting included Mr. H.T. Chu, personal secretary to the former premier, Director General Hollington Han, Mr. Benjamin Ho. It was a heart-warming experience to observe the respect and admiration by the Taiwanese people visiting the Center that day.

We are always honored to have special guests visit us from foreign lands. Especially when we have many students at BYU-Hawaii from those areas.



Seated in Front (l to r) Network Hostess, Mr. Huan Lee, Former Premier; President James P. Christensen; Mr. Hollington Han, Director General in Hawaii; Network Host. Standing in Rear (l to r) Palauni MaSun; Staff VP T. David Hannemann; Mr. H.t. Chu; Mr. Michael Loo; Mr. Benjamin Ho; VIP Guide Kimberley Chen

## Maintenance Corner

# Employee of the Month



Peter Taillele was chosen as the employee of the month for July 1990 from the Maintenance Department. If this seems familiar, it should. Peter is Maintenance Department's first repeat Employee of the Month for 1990. This month Peter is being honored for the many times that he provided extra extra effort and service and in performing duties outside of his job area. For those who did not read about Peter in the last UPDATE we will repeat the biographical info.

Peter started working for the Center in 1984, for one year, as a Concession worker and stock clerk. He returned to PCC in 1987 as a Groundskeeper. He was transferred to be a Landscape Gardener six months later. This past April, he was transferred again to be a Maintenance Worker under the supervision of John Nauahi.

Peter is married to Vaaiga (Laumatia) Taillele and is the father of two girls. He is in the Laie 8th Ward and is an avid sports fan.

The Maintenance Department is extra proud to have Peter represent them as their employee of the month for the second month in a row.

# Special VIP From USSR Visits Center

On Friday, July 13, 1990, we had the honor of hosting Dr. Evdonkiia Gaer, Deputy to People's Congress in the Soviet Union. She represents a population of about 4 million people and is equivalent to a United States Senator. Dr. Gaer was here in Hawaii as the keynote speaker at an annual Pacific Neighbor Conference at the University of Hawaii. This year their focus was on an area of the world where culture and academic events would be recognized. They selected the Far East of the Soviet Union which many people tend to overlook or may know nothing about.

Dr. Gaer is from the ethnic group of Nanai which is partially in China and partially in the Soviet Union. We tend to forget how really enormous the Soviet Union as it extends from Europe to the Pacific Ocean. The USSR has a large population of Oriental, Muslim and other ethnic groups.

In the Soviet entourage was Anatoli Kim, a writer with the Union of Soviet Writers in Moscow, Dr. Virginia Bennett, Chairperson of the Russian Language Department at U.H. and Coordinator of the Pacific Conference, Natasha Owen, translator for Dr. Gaer, Professors Adele Barker and Sisan Aiken from the University of Arizona, Irina and Alberta Freidus Flagg, a researcher and editor.

Dr. Gaer was thrilled to be at Center and repeatedly expressed her enjoyment of the experience here. For all of us, it was an overwhelming pleasure to be with this group and to share in another truly cultural learning experience.



**MAORI VILLAGE** - Students with Village Chief Epanaia Barney Christy joyously welcome our Soviet visitor (shown standing behind Staff VP T. David Hannemann).

## 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 your 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 to 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

# Marketplace Change

It began as an idea that would give guests something to do between the dinner hour and the night show, -- but it soon became so successful in selling authentic island goods that it was a busy evening shopping place.

Guests were enthusiastic over beautifully woven hampers from Tonga, polished paua shell jewelry from New Zealand, hand-dyed pareu from Tahiti, coconut soap and oil from Samoa, the one-of-a-kind black wood war clubs from Fiji and highly polished wooden ware from Hawaii.

In recent months the Center's management and Board of Directors have met with the management of the Host corporation which holds the retail sales contract for all products except food within the grounds. The outcome of these meetings the Center's decision to turn the Marketplace over to HOST as a sales location.

This decision correctly assigns all retail sales activity to the leaseholder for the remaining four years of the current lease.

The Marketplace employees have set a high standard in the cleanliness and attractiveness of their department. It is one of the bright spots of the Center with colorful displays, music, and a staff committed to doing its job with excellence. This year these employees have consistently beaten their revenue goals every month largely because of their hard work and the friendly, cheerful way in which they approach the guests on the floor.

Changes are often hard to endure but in this case we all extend our thanks and congratulations to the Marketplace.

Malo Aupito and Mahalo Nui Loa to:

Faleola Ofahegnaue	Keiko Higashihara
Anna Leapai	Fumiko Kim
Lusi Tawaqa	Sato Kuribayashi
Doug Coburn	Maria Au
Kauai Alohikea	Kazue Iwama
Bobbie Le'i	Lisa Pineda
Wes Hardisty	Jodie Tahu
Alan Walker	Joe Berardy
Tehina Mo'o	Kenji Kajiyama



## Letter of Appreciation

Dear Mr. Wade,

As a delighted visitor of the Polynesian Cultural Center, I would like to congratulate and thank you, your staff, your students and your entire community, for an obviously outstanding program, and particularly for conveying a spiritual message which is totally congruent with your actions.

Indeed, it is possible for visitors to learn about all aspects of numerous cultures; the student who served as our guide, thoroughly cognizant of history and anthropology, provided answers to almost all questions that were asked, demonstrating a caring attitude and a sincere interest to communicate with us; this in itself is highly commendable.

Most important I feel, is that all this knowledge is shared in a highly spiritual environment: integrated with excellent music, expressions of brotherly love and various forms of beauty. I consider the entire concept quite admirable, by which students can work their way through their education in a totally drug free environment.

As a committed health care professional and educator, I wish more young people will have a chance to acquire an education in such circumstances, away from bars, restaurants and smoky offices where many of us have to work.

Please convey my whole hearted congratulations and thanks to all. Politicians consider that one letter from the constituency represents the opinion of at least one thousand members; might this one express the feelings of a million tourists, who just write postcards. . . .

Cordially,

Jean-Sylvain Negre

# Quality Service Corner

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

## LOOKING TO SERVE . . .

*Luse Magalei*

*Theater Secretary*

Its going out and finding ways  
to serve. Real service is finding  
the opportunity to serve, not  
just sitting and waiting to serve.  
"Service" is the key word, which  
is our main responsibility, to  
cater to our guests. When we  
as employees do our part, we  
help lighten the load for others.

## LISTENING TO SERVE . . .

*Anonymous*

*Gateway*

". . .listening to serve is an open  
line of communication, its  
getting both points of view."

## LOVING TO SERVE. . .

*Josephine Moeai*

*Secretary, Village Operations*

Cheerfully serving our village  
people gives me great joy  
knowing that I have lightened  
their load a teeny bit as they go  
out to face the "guests" the  
"burning" sun, the rainy "cold  
days"; I love our people.

..... Mahalo to all of you who  
took a few minutes of  
your busy schedule to  
share your feelings on the  
3 L's of "Quality Service".  
Your service is  
appreciated!

# EMPLOYEE MENU

## Friday, August 3

Pork Chop Suey  
Strawberry Parfait  
Steamed Rice  
Cold Drink

## Monday, August 6

BBQ Chicken  
Peas & Carrots  
Steamed Rice  
Cold Drink

## Tuesday, August 7

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

## Wednesday, August 8

Beef Curry Stew  
Tossed Salad  
Steamed Rice  
Cold Drink

## Thursday, August 9

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

## Friday, August 10

Teriyaki Pork  
W/ Natural Sauce  
Peas  
Steamed Rice  
Cold Drink

## Monday, August 13

Teriyaki Wing &  
Drumsticks  
Seasoned Corn  
Steamed Rice  
Cold Drink

## Tuesday, August 14

Lamb Curry Stew  
Tossed Salad  
Steamed Rice  
Cold Drink

## Wednesday, August 15

Pork Chop Suey  
Strawberry Parfait  
Steamed Rice  
Cold Drink

## Thursday, August 16

Salisbury Steak  
Steamed Rice  
Cold Drink

## Friday, August 20

Chicken Stew  
Potato Salad  
Steamed Rice  
Cold Drink

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

## August MIS Training

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					Pay Day!	
			1	2		4
5	6	9:00 am. PSI Basic Operator Training 	8	9	10	11
12	13	9:00 am. Into to Quatro Pro 	15	16	Pay Day! 	18

## Trivia!!

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

1. Reservations Manager \_ \_ \_ \_ \_
2. Reservations Secretary \_ \_ \_ \_
3. Our community \_ \_ \_ \_ \_
4. Bob Heywood's wife and our new Corporate Receptionist \_ \_ \_ \_ \_
5. Last name of a Vice President \_ \_ \_ \_ \_
6. Name 2 members of the Tech Services Crew?
7. Name one VIP who visited the Center in the month of July  
\_\_\_\_\_
8. What is President Christensen's middle initial? \_\_\_\_\_
9. Name of the former Governor of Easter Island now at the Center  
\_ \_ \_ \_ \_
10. Name 2 members of the Market Research Crew.

### 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.

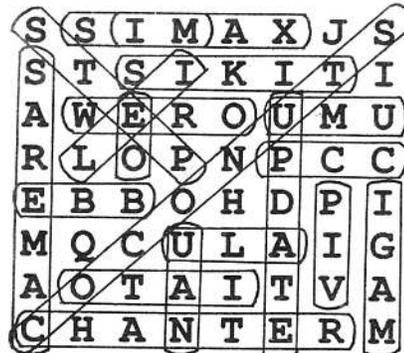
## Trivia Results

### Congratulations!

**Steve Christensen**, who works in Market Research, who wins two free Consolidated Movie Tickets. Steve also gets the extra effort award for finding an additional **25** words in the puzzle. What an *overachiever!*

**2nd Place** was taken by **Meere Shute**, who works in the Laundry. Meere wins a box of Chocolate covered Macadamia Nuts.

### Polynesian Word Search Answers



- |          |         |      |
|----------|---------|------|
| Coconuts | Update  | PCC  |
| Cameras  | Chanter | Wero |
| Otai     | Ula     | MIS  |
| Umu      | Lei     | Nau  |
| Oe       | VIP     | Magi |
| Ebb      | Tikis   | Imax |
| Ui       | Step    |      |