

UPDATE '87

General Authority Visits



Elder Rex D. Pinegar

Elder Rex D. Pinegar of the First Council of Seventy, visited the Center this week with his wife and daughter. Elder Pinegar was part of the Philmont staff who met with local Boy Scout Leaders in conference on the BYU-HC campus.

Included in this group of leaders were Ruth B. Wright, of the Primary General Board, John D. Warnick, Director of Mormon Relationships, E. Robert Wyss, Risk Management Specialist, Julian L. Dyke of the Boy Scouts Chief Executive Council, and Darl S. Gleed of the Aloha Council Scout Executive.

The group spent the afternoon in the Center and enjoyed dinner and the evening show. Approximately 200 local Church and Boy Scout leaders met together for the conference.

President of United Vacations In Center



Mr. Houghton expressed delight at the day spent in the Center and was excited at the quality of the Center product, saying that it is a pleasure to sell something that is first class in every way.

Thanks to all departments for the consistent work which keeps everything at a high standard for our guests.

Mike Houghton, president of United Vacations, toured the Center on Saturday, August 1st. United Vacations is the tour subsidiary of United Airlines, and is responsible for bringing more than 100,000 people to Hawaii this year.

Center Asst. Vice President of Sales, Christina Aldanese, observed that UVI is one of the first tour companies to include the Center's Voyager Passport as an option sold to their

clients prior to their departure for Hawaii. This is favorable to us as it opens up sales before the guests are presented other options on their arrival in the islands.

United Vacations was formed as United Airlines' tour subsidiary two years ago and is now Hawaii's sixth largest tour wholesaler.



Two Laie Boys Receive Governor's Recognition For Heroic Action

Who says nothing ever happens in Laie town?

For two young boys, what started as a typical May day in 1986 ended after what would soon be recognized statewide as a most dramatic feat of bravery.

These days, unless you are a war hero, a medal for unabashed bravery is not easily earned -- especially when that recognition is given by a state governor.

Matu'u Pulotu, 15, and Jerome Ulu'ave, 14, were among eight Hawaii youths recently cited for outstanding bravery and community service. They were chosen by a special governor-appointed selection committee consisting of the commander-in-chief of CINCPAC and corporate representatives from Honolulu Federal Savings & Loan Assn., Hawaiian Airlines, The Hawaii Hotel Assn., Kelly Hotels, the Al Harrington Show, Castle Park Hawaii and McDonald Restaurants of Hawaii. The program was coordinated by the Governor's Office of Children and Youth.

The young people, ages 10 to 17, were honored Friday, July 17, as the first recipients of the Governor's Hawaii Youth Medals Award for Bravery and Service. The presentation took place in the Governor's fifth floor Chambers of the state capitol building.

Matu'u and Jerome were recognized for their quick actions in saving a woman driver and her seven-year old niece from a burning car in Laie. After extinguishing the flames on the older woman's burning muumuu, the two boys continued to administer first aid until emergency vehicles arrived.

Following the presentation, Governor Waihee said that their heroic and selfless actions should serve as an inspiration to all of us and commended them as "role models" for both the City and State. U.S. Congressman Daniel K. Akaka in a letter noted that there was a "humanitarian light shining in each of them."

Matu'u and Jerome are among six of the recipients whose names have been submitted to Washington, D.C. as Hawaii's nominees for the Young American Medals for Bravery and Service.

Matu'u is the son of Tuione and Mahana Pulotu of Laie. At the time of the incident he was employed by the Center. Mahana serves as supervisor of the Tahitian Village.

Jerome Ulu'ave is from Hauula. He is currently employed by the Center's Gateway Restaurant.

We Choose Our Ad. Agency

The Center recently announced that the firm of Starr, Seigle, McCombs is awarded its 1988 advertising account, and the news electrified the employees of that company as the news spread.

The agency was one of the five top advertising firms in Honolulu invited to make a presentation to the PCC Advertising Committee in a bid for the Center's business. The committee spent two days in the downtown offices looking over creative materials, facilities, marketing capabilities, Japanese contacts, and other key factors.

After the visit to the very first agency it became apparent to the committee that this assignment would be the most difficult they had ever had. All five agencies could have won the bid with the quality of their work and the professionalism of their people.

In the end, the choice was made by listing all pros and cons and rating each agency comparatively. Starr, Seigle, McCombs won the most points in the overall and that rating confirmed the "gut feelings" of each member of the committee.

If you have seen the two Hawaiian Electric commercials on T.V.: the new Turtle Bay "Bay Dream" ads; the Marriott People Know How to Maui; the Hilton Hawaiian Village's "Hilton Redefines Paradise"; Hawaiian Airlines' kumu hula and outrigger canoe ads; or the Avis "Hot Getting Hotter" campaign, you have seen the beautiful work this agency produces.

President Rodgers chose a unique way to make the announcement to this company as he arranged to have a presentation of island fruits carried into their offices and a chanter and dancers entertaining the group. Asking Mr. Jack Seigle whether he thought they could sell such a thing, he then handed him a Fijian war club with the announcement, "You've got the job!"

Starr, Seigle, McCombs is Hawaii's top ad agency, and to have them working with Hawaii's top visitor attraction is an exciting event for both companies. Their theme for the PCC presentation was "Together, We Work", and it seems a fitting prophecy to what we will accomplish in the new partnership.

Sales & Marketing

The Center's Sales & Marketing department in Waikiki recently added three new account executives to its staff and named a new Waikiki ticket office manager.

Teryl Soren and Moa Mahe, old hands around the PCC, are now sales account executives for the Center, working out of the Waikiki office. They call on various tour operators, wholesalers and transportation companies to promote sales as well as carry out various sales activities both in Hawaii and, occasionally, on the mainland.

Teryl, who was born in Auckland, New Zealand and previously worked in the Maori village, most recently did retail marketing for The Market Place. Before rejoining the Center, she worked at Turtle Bay and in visual merchandising for the San Francisco Rag Shops.

Moa, who was born in Tonga but raised in the San Francisco Bay area, started working at the Center in 1982 as the Tongan "king" in the canoe pageant. He most recently worked as a narrator and in special projects before moving into the Waikiki-side office. Moa is a returned missionary from the Sioux Indians in the Rapid City, S.D. mission.

Agnes "Aggie" Wolfe was born in American Samoa but grew up in Hawaii, graduating from Farrington High School. She has a degree from Kapiolani Community College and has worked as a model and beauty consultant. Prior to joining the Center, Aggie was a sales and reservations agent for World Airways.

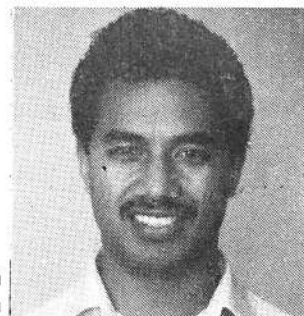
Teri Kanani Montgomery is the new Waikiki Ticket Office manager. Teri was born in Provo, Utah, but grew up in Southern California. She first joined the Center in 1980 as a Hawaiian village worker and most recently was Sales & Marketing department secretary in Waikiki. Teri is a former varsity tennis player at BYU-Hawaii.

Guest Services Division

The "UPDATE" is expanding and allowing us to contribute "Dis An Dat", "The Latest Scoop", "Highlites", and "What Have Yah". All areas of Guest Services Division are invited to submit information through your weekly status reports and we will try to get everything in.



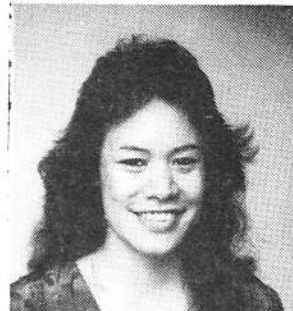
Teryl
Soren



Moa
Mahe



Aggie
Wolfe



Teri
Montgomery

Villages

This past week the Hawaiian Villagers took a break to Waimea Bay starting their day at 5:30 a.m. The big event of the day was jumping off the "rock". Keith says it is a real morale booster when they can get away together and enjoy themselves in a different environment. He hopes they will be able to "get-away" one more time before the summer ends.

Maile Heimuli left us last week Thursday after having been with us for almost 4 years as a skilled weaver in the Villages and at the Marketplace. Her smiling face and nodding head will be missed. She is joining her son, Lakei, who is on the mainland training with the Chicago Bears football team.

Training Item: The Maori Pukana (sticking out of the tongue) is not a form of Maori greeting but it is an act of defiance.

Guides

After hours dining and dancing is the favorite pastime for certain Canoe Guides who travel all the way to Honolulu's "TRAX". Watch our Canoe Guides push canoes and try to dance "Ho'e'ana", good fun.

If we missed you this time we will be sure to catch you the next time around. Just be sure to submit your items to the Village Operations Office secretaries.

Aloha Passport



**POLYNESIAN
CULTURAL CENTER**

The passport has always been an international symbol of travel and people today know the process of collecting visa stamps to enter new countries as they visit. Now, PCC has become an "Embassy Station" for the Aloha Passport, and will stamp guest "Aloha Passports" with a distinctive stamp "validating" their visit with us.

The project introduces visitors to historical and cultural attractions on the six Hawaiian islands, and as they tour these sites, the guests collect stamps on the visa pages of their passports.

PCC, first on the list of "must see" attractions for these guests, joins Bishop Museum and Planetarium, Sea Life Park, Queen Emma's Summer Palace, Kawaiahao Church, Iolani Palace, Waimea Falls Park, and the Mission Houses Museum as Oahu's places to visit. Guests will validate their passports in the Marketplace, and the project is coordinated for the Center by Lori Peppers, Assistant Director of Public Relations.



Steven Long (left), VP of Sales & Marketing for Trans Hawaiian; Christie Aldanese, the Center's AVP of Sales; and Trans Hawaiian's field supervisor, Barry Lagondino, get "diplomatic level" from Albert Tautu as part of a recent Ambassador Passport familiarization tour for over 200 "very important people" -- tour, transportation and travel desk agents from Wai-kiki. Over 60-percent of the Center's nearly one-million visitors come through these agents. The training department provided a special orientation to the agents on the Ambassador package...and everyone worked hard to make sure they'll remember Polynesian red carpet treatment for a long time.

20th Century "Tikis" at Yoshimura Store

Guests sometimes mistakenly view the various tikis in the Center as "Polynesian gods", and ask whether they were "worshipped" anciently. Sometimes, these guests seem disappointed to learn that the beautifully carved tikis were often nothing more than art and its representation of ancestors and mythical heroes.

The Greeks and Romans carved marble to form statues of their great heroes. The Polynesian carved wood for the same reason. Now, in front of Yoshimura Store, stand two monuments to change and they look, for all the world, like modern-day "tikis".

Two early 1900's gas pumps bearing the Mobil flying horse logo and painted the original bright orange, now stand in front of the store. General

Manager, Ralph Rodgers, would like to find an old car to locate in the same area. If anyone knows where we might obtain one please let the corporate secretaries know.

The two old pumps were brought from Samoa and restored by the maintenance crews. Such pumps are still in service in some areas of the Pacific but have not been seen on Oahu for many years.

Historical Display Refurbished

In response to an employee observation that the historical display adjacent to the chapel and schoolhouse was looking shabby, the Special Projects staff recently completed refurbishing the glass cases and artifacts contained within.

The display has attracted more guests now that the schoolhouse and its adjacent walkways bring the crowds to the area.

CONGRATULATIONS!

Employee Awards

A number of employees received \$25 President or President awards since President Rodgers re-introduced the award at the beginning of this year. All of the awards were given for outstanding performance in at least one case, were given to Center guests.

Congratulations to the employees who make all of our jobs as they go out of their way to do their jobs with gracious enthusiasm:

June 4

\$25 Bill Kanahele - Mail

July 13

\$100 Hawaiian Section - Mail

\$25 Willy Mahoni - Nig

\$25 Nephi Prime - Nig

\$25 Peka Tapusoa - Nig

\$25 David Tu' - Nig

\$25 Leilani A - Nig

July 20

\$25 Adelaide Mapuhi -

July 27

\$25 Brian Parks - Ga

\$25 Celva To'a - Special



Adelaide Mapuhi



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CONGRATULATIONS!

Employee Awards

A number of employees have received \$25 President or Vice President awards since President Ralph Rodgers re-introduced them for the remainder of this year. All of the awards were given for outstanding service, and in at least one case, were suggested by Center guests.

Congratulations to the following employees who make all of us look good as they go out of their way to perform their jobs with graciousness and enthusiasm:

June 4

\$25 Bill Kanahele - Maintenance

July 13

\$100 Hawaiian Section - Night Show

\$25 Willy Mahoni - Night Show

\$25 Nephi Prime - Night Show

\$25 Peka Tapusoa - Night Show

\$25 David Tu' - Night Sh

\$25 Leilani A - Night Show

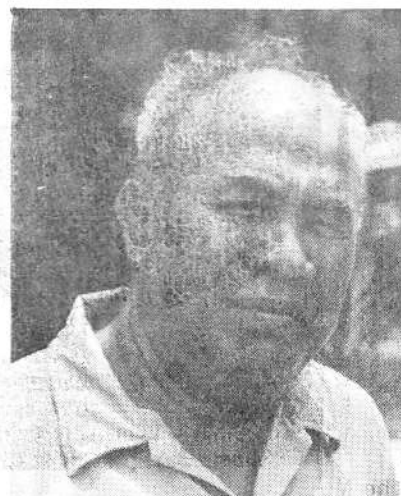
July 20

\$25 Adelaide Mapuhi - Grounds

July 27

\$25 Brian Parks - Gateway

\$25 Celva To'a - Special Projects



Bill Kanahele



Leilani Auna



Adelaide Mapuhi



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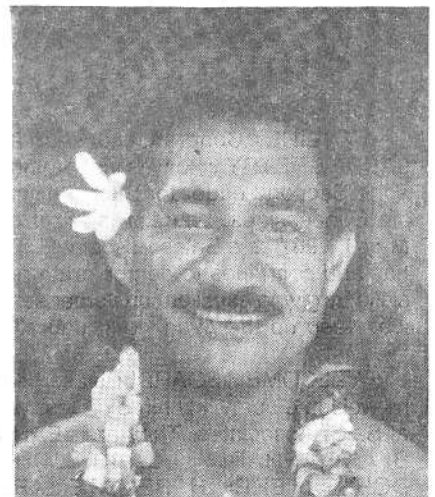
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Projects



Bill Kanahele



Brian Parks



David Tufaga



Leilani Auna



Nephi Prime



Peka Tapusoa



Shop Polynesia

HOTLINE! Congratulations go to **LAURA CHETRY** who was just promoted to Section Leader for Shop Polynesia Concessions. Laura was hired on May 9, 1987 as a Sales Associate, and has and continues to demonstrate her skills by giving excellent customer service. Keep up the good work, Laura!

WELCOME ABOARD! Please help us welcome our newly hired professional Sales Associates. They are **LEANN BLAKE...SHARI CARD...JOHN DORFF...TERRI HAREMATE...ARE MENDEZ...KATHERINE SILVA...PAUL STAPLES...** and **SALEMA TOFA**. These folks have just completed the **HOST** training class and are ready to give our customers excellent customer service.

A **BIG ALOHA** goes out to the following folks who have moved on to new experiences and challenges. They are **TRACE BALDRIDGE** and **EMILY NIHIPALI** who have moved to Utah to continue their education. **TOMASI TOKI** was transferred to our Merchandise operations at the San Francisco Airport where he is currently working 40 hours per week, and **THERESA NALUAI** will be transferring to our Merchandise operations in Seattle, Washington. We wish these good people well!!!



Hosts With The Most



Laura Chetry

Praises Praises

Congratulations go out to **PAUL STAPLES** for being nominated our MVP (Most Valued Performer) for July. Paul joined the **HOST** team on June 8th and has demonstrated courtesy towards his fellow employees, and has given excellent customer service as well as demonstrating a positive helpful attitude.

Money \$peaks

Congratu- lations

Tina Badaralo recently received her mission call to serve in Hong Kong. She reports to the MTC on September 16. Congratulations Sister Badaralo!

Happy Birthday

These Business Office people are all a year older in August!

Georgina Naivaluvou - August 1
Chris Wilson - August 2
Halacy Chu - August 4
Berda Ernestburg - August 16



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Under the Rug

Raymond Mariteragi and Ben Nihipali, along with 13 community boys went to Seattle, Washington to participate in the AAU Basketball Tournament from July 23 to August 2. They stayed with former PCC employee, Amani Magalei and family. The tournament was a "great experience" for all. The Maintenance Department wishes to congratulate Raymond and his team on their efforts and accomplishments.

Pump, Pump, Pump, the gasoline...calling all stalled carts to the Yoshimura Store! Did you notice the authentic gas pumps that have been installed in front of the Yoshimura Store? Thanks to the efforts of Chuck Rivers, George Palolo, Colin Shelford, and John Nauahi's Maintenance Construction Team. It's a shame there really isn't any gas in them, some employees could use some extra "fuel" to get them through these hot work days!

CONGRATULATIONS! To Johanna Yatlee, daughter of Gene and Lea Yatlee, will be leaving on August 5th to attend college in Yuma Arizona. We wish her good luck!

ALOHA OE! To the 1987 Summer Cane Picking Crew. These 12 boys, along with their supervisor battle the "heat", "rain", and "lack of restrooms" everyday at the Waialua Cane Fields. Their last day will be August 7. The crew consists of: Supervisor, Darren Johnson, Bowman Jeremiah, Bill Keni, Glade Pula, Kaleo Kaluhiokalani, Alex and Dexter Lowe, Haunga and John Feinga, Alden Kaahue, Keawe Kalama, Jon Mariteragi, and Maurice Mo'o. The Center, the Department, and the "Leaking Roofs" thank you all for your work!

CONGRATULATIONS! Tony Haiku has become a grand papa again, this makes him and his wife, Agnes, the grandparents of nine grandchildren! His youngest daughter, Jodi, gave birth to a baby boy on July 25th.

Congratulations to Lei Jenkins of the Purchasing Department on the birth of her new baby boy: Nainoa Kamuela Jenkins.

Also, Happy Belated Birthday to the one and only Gilbert Obina, Manager of the Purchasing Department, who celebrated a Birthday on July 29th. He took the day off, however, his department went over to his house and threw him a "surprise birthday luncheon"!

As a community service, the auto shop at PCC performs vehicle safety inspections. Due to a new law, called the enforcement law, safety inspections will be valid for one full year no matter how old the vehicle is. Because of the new law, however, the price for safety inspections has gone up to \$9.75. Please contact Terri Hampton x3138 for an appointment. Safety inspections are done only by appointment, and the appointment must be made one day in advance. The payment must also be made at the time that the appointment is made.

Housekeeping

Wayne Yoshimura (Housekeeping/Security Manager) and wife, Chai had a 10 lb. baby boy, Joshua, at the end of June - CONGRATULATIONS!!

Kim Napoleon (Housekeeping Secretary) married Herbert Nae'ole (Village Food Mart employee) on July 11th.

Happy Birthday to Mary Redira (Day Custodial Supervisor) August 5th, Wilma Fonoimoana (Night Custodial Supervisor) August 10th.

Welcome to the Housekeeping Clan - (Grounds) - Tofa Unga, (Custodial) - Darryl Jarman, Danell Parkhurst, Kevin Crismon, and Angeline Deighton.

Security/First Aid Birthdays

Kesi Afalava - July 5
Siaosi Lautaha - July 30
Jack Faasou - August 1
Peni Teisina - August 3

Marriage

Wedding bells for Jeff Abney (Security Guard) to Mercedes Manalang on July 31, 1987. (Marriage solemnized in the Hawaii Temple)

Maintenance Birthdays In August

Raymond Mariteragi - 2
Reid Kamauoha - 11
Pose Talataina - 13
Harlan Kahawaii - 23

Family Members' Achievements

Harlan Kahawaii's wife, Sherry Beaty Kahawaii graduated from BYU this past semester in Elementary Education.

Bob Hampton, husband of Terri Hampton of Maintenance, won the men's division of the North Shore Open Tennis Tournament held at Turtle Bay in July. Bob won both the men's singles and doubles divisions. His doubles partner was Eddie Maiava who plays in the brass band nightly and also performs with the Promo Team.

Reminder

Secretarial Training Sessions
8/6/87 - 9/24/87 Every Thursday
10:00a.m. - 11:30a.m.

WANT THE FACTS?



Did You Know...

That approx. 180,000 jobs are generated by Hawaii's visitor industry?... That visitors to Hawaii spend \$4.6 Billion per year, and when airline costs are added to that figure it increases to \$5.1 Billion?... That 33 cents of every \$1 of household income in Hawaii is generated by visitor industry activities?... That when these figures are added together, the visitor industry accounts for \$8.8 Billion in annual sales in Hawaii?... That visitors to Hawaii pay \$564 Million in Hawaii state taxes?... And that Airport concession fees, rental fees, use charges, and landing fees associated with the visitor industry bring in another \$528 Million per year?

These facts, based on 1984 figures, show the importance of tourism to our state. Few families in Hawaii are untouched by this industry, and all benefit from it. As Hawaii's number one visitor attractoin, we can be proud of the quality experience we provide for our guests.



Local Know-How

1. Which Hawaii governor was the son of a former sumo wrestler and tofu maker?
2. What is the total number of Hawaiian Islands, including uninhabited islands?
3. What does "Honolulu" mean?
4. What Hawaiian item did astronaut Neil Armstrong take to the moon with him in 1969?
5. Who was the American rock and roll star who staged a concert at Pearl Harbor to raise money to build the Arizona Memorial?

ANSWERS: See Below

Meet The Press

Clark Kent must be wearing his Superman suit these days, because all of the department reporters for Update this year are women. Meet Lois Lane's counterparts:

Villages and Guides
Verdetta Kekuaokalani

Gateway Restaurant
Salu Afalava

Shop Polynesia
Malveen Gowens

Business Office
Wilda Paaloo

Waikiki Sales
MayLynn Reis

Maintenance
Lucy Crowell

If you have news that you want spread via the Update, contact one of these reporters - or - call Cim at 3932.

- Answers:
1. George Ariyoshi
 2. 132
 3. Sheltered Bay
 4. An ukulele
 5. Elvis Presley

EAT AT MAX'S

August 7 - 15

Friday 7

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

Saturday 8

Turkey Tail, Chicken Pot Pie,
steamed rice, corn, drink

Monday 10

Breaded Pork, Beef Pot Pie
w/biscuits, steamed rice, coles-
law salad, drink

Tuesday 11

Beef Tomato, Teriyaki wings or
drumsticks, steamed rice, corn,
drink

Wednesday 12

Baked Chicken, Newburg
w/gravy, steamed rice, pasta
salad, drink

Thursday 13

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

Friday 14

Laulau, Chicken Long Rice,
Lomilomi Salmon, poi, drink,
pineapple salad

Saturday 15

Chili Franks, Swiss Beef,
steamed rice, Oriental mix
peas, drink

sale

Special Projects is selling PCC t-shirts at a new low price. These would make perfect gifts for family and friends so if you are interested in purchasing a few, call Celva at 3017.

