

# UPDATE '87

## WELCOME HOME, BOSS!

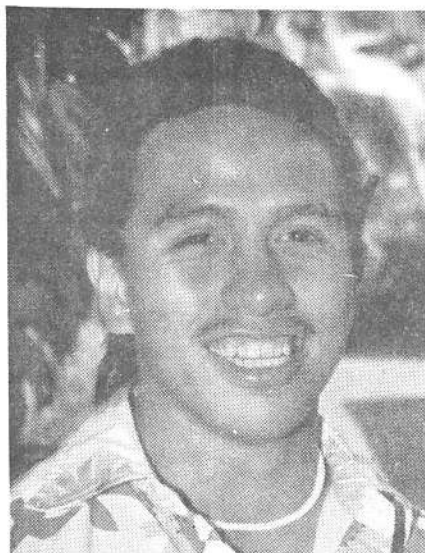


Management Team members welcome President Rodgers home as they gather for cake and ice cream in the newly refurbished Kau Kau patio area.

Having met with officers from many industry parks on the mainland, President Rodgers told the group how impressed he is with the quality of the Center product, it's cleanliness, the helpfulness of our employees, and the fact that we are able to handle large crowds with a minimum of waiting.

"We do a good job," he said, "and I congratulate all of you."

# \$25 WINNER!



Robert Ah Puck, a Gateway employee is the recipient of a \$25 Vice President's Award this month.

Robert became aware that a mother needed help in caring for her young son who had fallen and injured his face. When Robert saw the boy, he had blood streaming from a cut on his face.

Robert picked the child up and ran to First Aid with him. When they arrived there, the First Aid people were already on another call, so Robert stayed with the child, calming him down until First Aid could be alerted.

It was Robert's quick action and genuine caring that made him a winner of this employee award. Thanks, Robert, for caring enough to take the right action without worrying whether it was your job to do so. Congratulations!

## Congratulation\$

Congratulations to the Concessions department on reaching a milestone in their revenue goals.

Early this month this department reached the 1.5 million dollar mark in revenues. This figure was their entire goal for 1986, so it is significant that in the eighth month of 1987 they have already passed the total 1986 goal.

With four months remaining for the year, it will be a push to attain the high goal which was set for this year, - but if any department can do it, this one can.

To all Concessions workers we say, "Good Luck on your second million!"

## Flags Brighten Front Entrance

Have you driven Kam Highway from Hauula and turned the corner for a full view of the Center?

A new, colorful addition catches your eye! Among the browns of thatched roofs and fence poles and the black asphalt of the parking lots is a bright new splash of colorful flags (five of them to a pole!).

The new look is a small addition that has a big effect. Now, rather than looking something like a military base, we promise excitement and fun. Some where in our image of authenticity we must always promise enjoyment, and the new flags at last suggest that grandly.

The Future Planning committee is still working through the "right" color combinations, and as the formula is decided upon the bunting used in the flags will be ordered and sewn.

Credit for the hours of work necessary in measuring and cutting the yards of material used for each twenty-inch by six-foot flag goes to the Special Projects team, although it is the Security Department who must take down and put up the new flags daily. Thanks are extended to all who worked on the project and who have helped the Center look good.

## It's A Big Banana... It's A Yellow Submarine... It's A Concessions Juice Boat.



Whatever you call it, it's a new, fresh, oasis on a hot day. The Maintenance department recently refurbished the old, varnished paopaos used as juice boats by Concessions. A bright yellow and blue paint spruced them up and when a yellow umbrella and a Concessions worker in her blue and white uniform are added, the result is a refreshing new look.

Now, whenever you have a thirst you can't quench, try the New York selfzers, fruit juices, or Haagen Dasz ice creams sold from these canoes and carts throughout the park.



## Congratulations

Joji Lewenilovo has replaced So'o Tufaga as a lead general helper in the Gateway Restaurant, and Levani Damuni has replaced Kelley Heagerty as a Student Supervisor.

## Hawaii's Stream Reappears

Maintenance crew recently uncovered the Hawaiian Village stream which had been long hidden by heavy growth of lauai fern. The fern had flourished alongside the stream and grown to a surprising height.

Crews had previously thinned the plant with no apparent arrest of its growth, so this past week they dug it all up and planted a ground cover in it's place.

Now, once again, the rocky stream is visible through the village and adds a cool look to the area on hot afternoons.

## All Terminating Employees

All terminating employees please be reminded that upon termination you must return to the Personnel Office, either in person or via your department, the identification card, employee discount coupon and name tag that were issued to you at the time you were hired. If lost, there will be a \$5.00 charge for the I.D. card and a \$3.00 charge for the name tag. Failure to comply with this policy will result in an encumbrance should you desire to be employed by the Center again in the future.

Mahalo for your cooperation and best wishes in all your future endeavors.

All employees please be reminded to complete the 1987 Federal Withholding allowance form by October 1, 1987, to avoid incorrect withholding.

## The Muscles Behind The Scenes

The flash of a smile seems pleasant, spontaneous and simple, but nearly 100 facial muscles are behind it, invisibly working together to make it happen. So, it is with the quality of **Customer Service** in today's organization that quality depends not only on the people who actually meet the customer, but on the **Support People** behind the scenes.

Here at the Polynesian Cultural Center, the number one tourist attraction in Hawaii, we are successful as a result of the professionalism that we, as a company, exhibit to our clients. Authors Ron Zemke and Karl Albrecht in their book, "**Service America**" point to "Moments of Truth" for the business enterprise saying it is "anytime a customer interacts with the people or the systems that deliver the service." We all interact with the customer, however, not all of us are consistent in our behavior or performance. We strive earnestly to maintain a high image, but often "Moments of Truth" are made or broken by support people of the company.

Many times in our discussion with our customers, it isn't a matter of what we say, but in how we say it. In the English language, it offers us some half a million words that we can use in expressing ourselves. As we express ourselves we need to be cautious on the style and tone of our message. This rule holds true for us, we can either make the company respectable or we could plant a seed of dissatisfaction with our guest. The people behind the scenes are as important as the front-line folk in delivering good service to the guests.

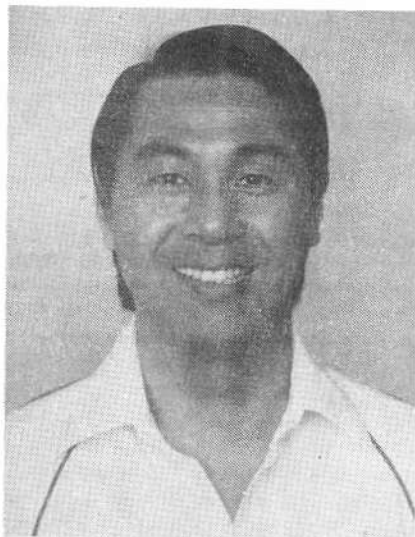
The choice is yours so let's do our best in ensuring our PCC guests have a memorable experience that will last them a lifetime. Smile power works!

....pencil anyone?



Computer Training: Personnel/Payroll employees have been in intensive training the past few weeks learning the new Paciolon system housed in MIS. Shown here: Val Grace, Eric Beaver and Lei Cummings with Jane Couch, Paciolon representative.

## Japanese Ambassador FAM Tour



Osamu Ozaki, managing director of international sales for the Center, along with the Waikiki sales staff, will host a group of Japanese agents and tour operators to a Ambassador FAM tour on Thursday, September 3rd. Anywhere from 50 to 100 agents are expected.

Osamu explains the purpose of this FAM tour is two-fold: to promote ambassador sales amongst the Japanese vendors, and to discuss possible programs and special handling for our Japanese guests in 1988.

Osamu estimates that 160,000 Japanese visitors will walk through our gates by the end of 1987. By building a stronger awareness of what the Center has to offer our Japanese guest, Osamu hopes to see this market increase to 185,000 in 1988.



**Jackson Mapu**, Warehouse Supervisor will move into the Accounting Office on August 17th and will report to Vanley Auna.

**Lee Kaanaana** will be promoted to Warehouse Supervisor, effective August 17th, and he will also report to Vanley Auna.

**Tamara (Tam) Bailie** will be re-joining our branch as Assistant Manager, reporting to Vanley Auna. Tam is currently a Supervisor in Training with HOST Merchandise Operations at the San Francisco in June 1986, Tam worked here as a Section Leader for Concessions.

## 16 Candles (plus 35)



It took two cakes and a lot of air as President Rodgers shared his birthday with employees this week.



Please help us welcome **Audrey Gifford** and **Sterling Smith**. These folks have just completed their training and are now Sales Associates. Audrey

comes to us from Petaluma, California and Sterling hails from Rexburg, Idaho. Please help us share the Aloha spirit by giving them a warm welcome.



## Pink Panther Strikes Snack Bar

Hitler Mauia and his team of painters changed an old, brown, dim-looking Snack Bar into a "pink palace" this past week. The Food Services division extends thanks to these men as well as the maintenance workers - Frank Kamae, Gala Kanahele, Louis Cartegena and David Kekuaokalani who assisted the Special Projects team and Concessions staff in freshening up the snack bar area.

Thanks also go to "the mothers" in the seamstresses department for their quick work in sewing up the yards of material used in the banners and streamers. "Faafetai lava!"

The Future Planning committee, under President Rodgers' instruction, change the decor in the first phase of a total new look for the area. Yet to be completed are new, bold signs which change the name from "Da Kau Kau" to "Pacific Food Fair", and an updated menu with additional food items not sold before.

Pink, magenta, and green banners have been hung in the eaves as well as 9-foot-long streamers from the branches of the trees that give shade to the seating areas. The colors, and the festive air they suggest, fit well with the "Food Fair" concept of the area.

"We just think that people are more likely to shop in areas that look clean, bright, and interesting," spokesman for the committee, Vernice Pere, commented. "Retailing today relies heavily on image and excitement, and once our guests are in the front gate they have already spent a lot of money on us. The snack bars, juice boats, novelty carts, and Marketplace need to attract attention to themselves for additional revenue".

"Of course, that's only half of the challenge," she adds, the other half involves quick, courteous, service and a good variety of quality products."



It might resemble T.P. - but it is the new, bold look of the Kau Kau complete with hanging streamers and banners. Feel like buying an ice cream sundae?

## Taking Note ....

God gave us two ears but only one mouth. Some people say that's because he wanted us to spend twice as much time listening as talking. Others claim it's because he knew listening was twice as hard as talking.

Quality is never an accident; it is always the result of intelligent effort.

If you take a minute to think of some of the best bosses you've ever worked for, you'll find that most of them...

- were approachable and easy to talk to,
- rarely became excited or flew off the handle,
- didn't let a few problems poison their whole outlook,
- took a friendly, pleasant approach,
- showed consideration for the feelings of the people who worked for them.

# VIEWPOINT

## *saga of somebody*

**Everybody, Somebody and Nobody** were all employees of the Polynesian Cultural Center. **Somebody** was better than **Nobody** and **Everybody** was better than **Somebody** and **Nobody**.

Late one evening, some juice was spilled on the floor at the entrance to the restaurant. **Nobody** bothered to clean it up because **Somebody** might do the job for **Nobody**...and if that didn't happen...**Everybody** would clean it up in the morning.

The next morning when the restaurant opened, **Everybody** wasn't there, **Somebody** was late, and the sticky mess had not been cleaned up by **Nobody**.

Customers arrived and wondered why **Nobody** hadn't taken care of the mess. "Surely **Somebody** is concerned" said a tourist. Another yelled "**Everybody** should be...and **Nobody** seems to be!". The customers were finally heard by **Somebody** who told **Nobody** that he would get to it later. Then arrived **Everybody** who didn't bother asking either **Somebody** or **Nobody** for help...but he just grabbed the mop and did what had to be done.

The moral of the story is that a sticky floor left by **Nobody**, put off by **Somebody**, will always get cleaned by **Everybody**...that is...if **Everybody** is a committed employee!

George Q. Cannon

## Samoa Sings



Samoa's villagers put on a rousing show as they farewell guests in their village this week. If you haven't already seen the new farewell programs, check them out for a wonderful climax to the day's activities.

## EAT AT MAX'S

August

**Monday 24**

Roast Beef w/gravy, Chicken Stew, mashed potatoes, pistachio salad, drink

**Tuesday 25**

Baked Meatloaf w/Tomato Sauce, Teriyaki Pork, rice, peas and carrots, drink

**Wednesday 26**

Beef Curry Stew, Deep Fry Chicken, rice, mixed veges, drink

**Thursday 27**

Spaghetti w/Italian Sauce, Lasagna, Garlic Bread, rice, tossed salad w/dressing, drink

**Friday 28**

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

**Saturday 29**

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

## Security Wisdom

A young sentry, on guard duty for the first time, had orders not to admit any car unless it had a special identification seal. The first unmarked car the sentry stopped contained a general. When the officer told his driver to go right on through, the sentry politely said, "I'm new at this, sir. Who do I shoot first, you or the driver?"