



PCC Sports League Winners



Some of the Administration team participants show the trophies they won.

There has been a lot of excitement recently at the Polynesian Cultural Center over the outcome of the employee volleyball, basketball and mountainball tournament. The games were played over the last month and we now have the results and the winners. Here they are:

Basketball

In the Women's Division the **Gateway** team took First and the **Administration** team took Second. In the Men's Division the **Theater** took First and **Shop Polynesia** took Second. In the Coed competition the **Theater** again took First and the **Administration** took Second.

Volleyball

In the Women's Division the **Administration** took First and the **Theater** took Second. In the Men's Division the **Administration** again took First and the **Gateway** took Second. In the Coed division the **Gateway** took First and the **Theater** took Second.

Mountainball (Coed only)

The **Support Services** team took First place, the **Theater** took Second, and the **Administration** and **Gateway** tied for Third place.

The Training Department and partic-

ularly Vai Laumatia deserve special recognition for their effort in making these games successful. They were fun for everyone who participated and we appreciate the opportunity to play. Trophies were given out at the September 16th Management Team Meeting. Vai also mentioned that Frank Kamae, Jackson Mapu, Jay Akoi and Danny Fraiser were very helpful in the officiating of the games. Special thanks to them for their help.

According to Vai, the PCC Mini-Olympics will be in November, so now is the time to get out those rusty hurdles and begin practicing.



This week the Polynesian Cultural Center was honored by the visit of two important groups. pictured above is Richard Taylor and his family. Mr. Taylor was recently installed as the President of the Independent Insurance Agents of America. He is a member of the Church and a close friend of President Rodgers. Pictured below is the Deputy Minister and the Chief Engineer of Science and Technology of the People's Republic of China. Both groups received VIP treatment and the Center is honored to have had them here.



IMPORTANT NOTICE

To: All Employees
 From: Sam Langi, Personnel Manager
 Effective on September 23, 1985, the Personnel office window will open from 12:00 noon till 4:30pm, to service all job seekers and employees who need tickets for the Polynesian Cultural Center. Also, all other business that is normally handled over-the-counter will continue to be taken care of during these hours. Our office hours will continue to be 8:30am to 4:30pm.

All departmental business and transactions and other employee concerns will continue to be handled on a walk-in basis. Employees should know that we are available during the morning hours even though the window will operate only during the afternoon hours. We encourage you to give us a call if your business can be done over the telephone; however, if the nature of your concern is urgent, come and talk to us.

In the future, we hope the new hours will better serve you and our prospective employees.

ANNOUNCEMENT

We are proud to announce that Tammy Au Meyers of Special Projects delivered a baby girl last Saturday morning. The girl, to be named Joelle Ihilani Meyers, weighed in at 6lbs. 15ozs.

Not to be outdone, Rose Fa'oliu also delivered a baby this week, but a baby boy again weighing in at 6lbs. 15ozs.

Congratulations to these two new moms and their husbands. Perhaps the UPDATE will run a photo of the babies in the near future when the moms come back to work. The UPDATE will be happy to announce any weddings, births, etc. Please let us know if you know of any events of this nature.

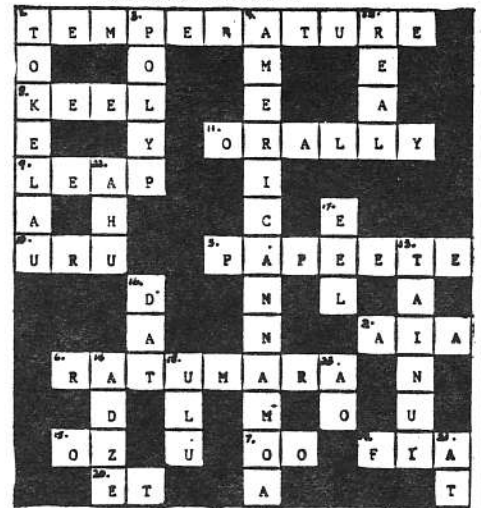
Classified Ad

For live recording or audio for video, capture the sound you want wherever you need it. Call today for your introductory rate to SOUNDCHASER. Ask for Brett 293-2789



This week the UPDATE welcomes two new employees to our area. On the left is Kerry Kingi, the new UPDATE assistant and on the right is Virginia Sorensen, the new graphic artist for Graphics.

Last week's answers



Polynesian Puzzler

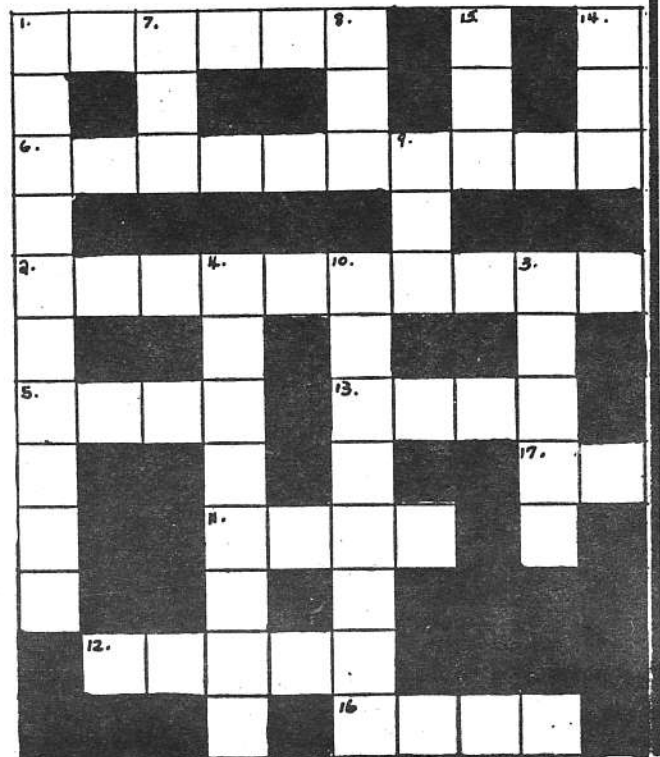
From The Institute for Polynesian Studies

Across

1. Tongan design tablet for tapa.
2. One of Tasman's ships when he discovered N.Z.
5. Beneath the tropic _____.
6. Hawaiian for light of knowledge.
11. Hawaiian for star.
12. To be born in Samoan.
13. To pass an exam in Tongan.
16. Opposite of Uncle.
17. First person plural pronoun.

Down

1. "The Lonely One."
3. First name of sugar magnate spreckels.
4. Little person in Hawaii.
7. Synonym of friend.
8. Number 9 in Tahitian.
9. Any place sheltered from the wind.
10. Hawaiian King known as "Taffy" to associates.
14. To carry in Tongan.
15. Fish in Fijian.



Mr. Rodger's Neighborhood

By David Rodgers

This week the UPDATE reported on the installation of Richard Taylor as the President of the Independent Insurance Agents of America. During his installation and as a part of this group's annual convention, Tom Peters spoke. Mr. Peters, along with Robert Waterman, Jr., co-authored a book called "In Search Of Excellence," in which they reported on their research of successful businesses throughout the United States and what makes them successful. The book has become a runaway bestseller and has made its authors wealthy and famous. They are being sought out by hundreds of businesses and are helping many of them find new ways to be successful. Mr. Peters mentioned in his address to these insurance agents that he personally was paid over \$15,000 just for this one talk.

So now that you know how important this man's ideas are and what he is paid, aren't you certain that his talk involved new secrets and new business ideas? Surely he must have discovered some new law or equation which, when applied, solves all the problems of a business. Not at all. With all that Mr. Peters has learned about business and how to be successful at it, he talked about a subject which successful businesses have known for years: **CUSTOMER SERVICE.**

Mr. Peters told an experience which he had had several years ago involving a Cadillac dealer. He had heard of an extremely successful dealer who claimed he had never had a customer complaint. He decided to investigate the company by posing as a prospective customer. He visited the dealership and was met at the door by the manager, who introduced himself and then said "I want to take you on a tour of our shop." The first place they went was into the repair area. Mr. Peters said that the area was spotless -- the floor had a beautiful wax shine and the manager said that they scrubbed and waxed two or three times a day. This was an area where customers were invited to inspect and they wanted them to know that it was a good place to bring their car. Next the Manager introduced him to the repair crew. One by one Mr. Peters met the painter, the engine mechanic, the air-conditioning expert -- everyone. Not only did the manager introduce them, he wrote down their home phone numbers and said that if anything ever went wrong with one of their cars, they were on call day and night. The manager then added his own home phone number to the list and said that they were happy to be of service. At this point, the manager showed Mr. Peters a film. He learned that no matter where he was in the country, if his car broke down for any reason, they would immediately provide him with a temporary Cadillac until his could be repaired. Finally, they came to the cars. Mr. Peters described the showroom as a hotel lobby -- over each car was a beautiful chandelier, The carpet looked like velvet and the cars were immaculate. The manager didn't have to say another word. Mr. Peters bought a Cadillac, even though he hadn't even intended to buy one when he walked in. In his talk, he said "How could I afford not to buy on with customer service like that?"

Mr. Peters spoke about other experiences and concluded his talk. During the entire address, he emphasized the importance of customer service. After studying successful businesses throughout the nation, he feels that it is one of the most important things a company can and must provide to succeed.

At the Polynesian Cultural Center, we have been concerned with customer service ever since the first day we opened. Our success depends on customers being satisfied with our product and our product is dependent upon our employees. Next month, the Cultural Center will celebrate it's twenty-second anniversary. Throughout our history, thousands of people have tried to serve the customers effectively. Managers have looked for ways to continually improve each area and the students have practiced and rehearsed extra hours until the performances have attained a high quality. As a result of this constant effort, the Cultural Center has reached its position as the Number One visitor experience in Hawaii. We are striving to offer the same thing which the Cadillac dealer offered -- the finest customer service available. We all understand the things we must do to become successful in our business. It doesn't take a great business mind like Mr. Peters to cause success in Laie, we already understand. We must continue to strive for excellence together. It is a well known sports concept that a basketball team comprised of five selfless individuals who work well together will always beat a team of more talented, but selfish, players who are out for their own glory. Let us become the team that works for the success of the Polynesian Cultural Center as we succeed as individuals and departments. As we do this, maybe somewhere in the near future Mr. Peters will start one of his addresses saying, "I had heard of the Polynesian Cultural Center and they claim they never had a customer complaint..."

CALENDAR

Friday, September 20th
 Devotional CAC 10:30am
 Clubs Food Fest; Outside CAC 6:30pm
 Dance, Ballroom 9:30pm
 Movie "Breakin 2" AUD 9:30pm
 Salisbury steak, brown gravy, steamed rice, seasoned mix. veg., drink

Saturday 21
 Womens Vball 1:00pm
 BYU-HC vs. Long Beach Calif.
 Movie "Electric Dreams"
 AUD 6:30, 9:30pm
 Honolulu Symphony, CAC
 8:00pm -- Lyceum
 Chili franks, steamed rice, tossed salad, 1000 island dressing, drink

Monday 23
 Sept. 23 -- 28 is
 Mrs. Nau'i O Nalani Week
 Nau'i O Nalani Speech Contest
 L.T. 5:00pm
 Braised beef w/noodles, steamed rice, seasoned carrots, drink

Tuesday 24
 Womens Vball CAC 7:30pm
 BYU-HC vs. Hawaii Loa
 Barbequed chicken, steamed rice, seasoned peas and carrots, drink

Wednesday 25
 Film classic, AUD 6:30, 9:30pm
 Roast pork w/brown gravy, french baked potatoes, buttered corn, drink

Thursday 26
 Mrs. Nau'i O Nalani Pageant
 AUD 9:00pm
 Club night
 Chicken stew, steamed rice, seasoned mixed veg., drink

Friday 27
 Holoku Ball, Bllrm and Mall 9:30pm
 Movie "A View to a Kill" AUD 9:30pm
 Hamburger steak w/gravy, steamed rice, seasoned mixed veg., drink

The UPDATE is an employee newspaper of the Polynesian Cultural Center and is issued as a training tool of the administration of the Center. The UPDATE staff consists of:

UPDATE Supervisor David Rodgers
 UPDATE Assistant Kerry Kingi
 The UPDATE is printed by Iava Posala and Jaime Lao of the PCC Graphics Department.

Submissions to the UPDATE should be received by Tues. at 5:00pm to be included in that week's issue. The UPDATE office is located in the Special Projects office area near the employee building, ext. 3121