



POLYNESIAN CULTURAL CENTER

UPDATE



Employee Newsletter

Friday, September 27, 1985



This week the UPDATE spotlights the employees who usher at the night show, "This is Polynesia." These employees are responsible for crowd control, flash control, ticket control, and many other important duties. They work hard to make sure customers are comfortable and dry, especially on rainy nights. They also clean the amphitheater after the show and throw away all the refuse from snacks and delights.

According to Theater Manager, Delisa Moe, the ushers have made one tremendous accomplishment. For years the theater has had big problems con-

trolling the flash picture taking. It presents a problem for the performers and greatly detracts from the effects of the show. Many things have been tried to stop this problem, but nothing worked until the ushers decided to stop it. Every night they pass out pamphlets describing the problem, they make numerous announcements, and the ushers personally look down each row for cameras which have flash attachments. When a guest flashes his or her camera, an usher immediately goes to the guest and in a kind way reminds them of the policy. Since these things have been done, the flash

problem has become very small and unnoticeable. The ushers deserve credit for going the extra mile and solving a big problem and thus improving the experience our visitors have.

The UPDATE salutes these employees for their hard work.

They include:

Lead usher Phillip Kumar, Erico Suzuki, Alma Barril, Min Hao Chuang, Toshiko Yamaguchi, Ana Maasi, Kaydee Kinoshita, Ioanis Ioanis, Hiromi Aoki, Paul Christie, Mayumi Kanzaki, Paul Staples, Tammy Ashworth, Jack Dahlqvist, Samuela Kanongata'a, and Tevita Maake.



PCC PROMO

This week the UPDATE honors and salutes the PCC's Laie Promo Team from the past three and a half years. The Promo Team has performed for many thousands of people, both local residents and visiting tourists, at celebrations and functions held throughout the islands. The team has consisted many different employees, some of which were not even performers at the Center, but worked in other clerical and managerial positions. Some examples of the places the team has performed are the Kahala, Pearlridge, and the Ala Moana malls (pictured above last Friday night), Turtle Bay Hotel, Hilton Hawaiian Village, the Sheraton Waikiki, and at the Ho'o Lau Lea opening downtown. Pulefano Galeai, the team's coordinator, mentioned that the team has had many great experiences together. He recalled spending a full week in Kona a few months ago. The visitors responded so well to the team's performances that an article was written in the New York Times, the Los Angeles Times, and several other important national newspapers talking about the Promo Team and the PCC.

The exiting Promo Team mentioned how grateful they are to the administration of the Center and especially President Rodgers for allowing them to perform together.

Fitness Facts

There Aren't Enough Hours in the Day

From the Employee Relations Department

"Football is a game in which there are 22 men on the field desperately in need of rest and 65,000 people in the stands desperately in need of exercise."

—Kenneth Cooper, MD

The most frequent reason people give for not getting enough exercise is that they can't find the time. The following ideas will help.

Make an appointment with yourself to exercise. When you schedule a specific time for exercise and work your other engagements around it, you're far less likely to miss your workout. (if you made a hair appointment, would you miss it? Your exercise is at least as important as a hair appointment!)

Make it fun. If it's not fun, you'll find excuses to get out of it. Don't jog if you hate to jog. If you're a walker, vary your route. Ride your stationary bike while watching the evening news or while wearing your headphones.

Think aerobic. If you don't have much time to commit to exercise, make sure the exercise you get is aerobic exercise; that is, exercise that is strenuous enough (for you) to elevate your heart rate and cause you to sweat a little. The minimum requirement for cardiovascular conditioning is 15 to 30 minutes of nonstop aerobic exercise, every other day.

Exercise with a family member or friend. You can socialize and exercise at the same time if you exercise with family or friends. (making an appointment to exercise with someone else also makes it harder to cancel your exercise time.)

Give yourself permission to miss exercise. Feeling guilty for missing a scheduled workout can have you telling yourself that you "just don't have the time" to exercise. If you're working on a special project, come down with a bug, or are traveling, you might miss a week or two of exercise. That's OK. When things get back to normal, get back on track.

SOURCE: The Bob Hope International Heart Research Institute, Seattle, WA. This article is meant only to provide general health and lifestyle information. Please consult your doctor for medical advice concerning individual problems as well as before undertaking any major change in your diet or exercise activity level.

IMPORTANT NOTICE

Zenger-Miller Supervision Training Seminar

When: starting Oct. 9th, 1985

Time: 8:30-10:00am

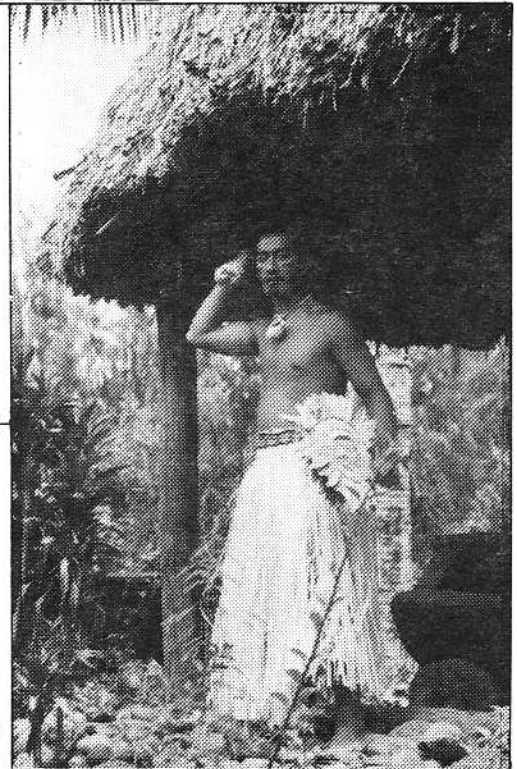
Who can attend: Leads, supervisors, managers

Sign up now at the Employee Relations Department, Ext. 3186. There will be 10 sessions for this seminar. Topics include: Hiring interview, setting job standards, teaching a new job, improve employee performance, correcting problem behavior, disciplinary action, termination, giving recognition, averting discrimination, listening with understanding.

After completing the 10 sessions there will be a graduation for all those who attend all the workshops. A certificate will be handed out during the graduation.

This supervisory program is used by many fortune 500 companies in America and it's also adopted by the Church headquarters in Salt Lake City. It's an excellent program and we look forward to work with you. So far over thirty of our supervisors and some managers have completed the seminars. **Mahalo!**

This week David Hanneman, Vice-President of Village Operations awarded the employees of the Fijian Village with the \$25.00 Vice Presidents Award. The village received the honor because of "Consistent cleanliness and diligence." Vice-President Hanneman mentioned that he was proud of the hard work the Fijian employees do and that they deserved recognition. He also mentioned that this award marked a precedent to be followed each week. The UPDATE congratulates the employees of the village for receiving this honor.



SAFETY SEMINAR

"Learn Safety from those whose lives depend on it" is the theme of a safety seminar being presented on October 2, 1985. The seminar is sponsored by the BYU-HC Automotive technology division and auto club in conjunction with the Honolulu Police Department, and 50th State Pro Gas. Race cars will be on display from 10:30am to 4:00pm in the small circle area. Seminars will be in the front foyer from 12:00 to 1:00pm and 3:00 to 4:00pm. Faculty, staff, students, and public are invited.

Classified Ad

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Last week's answers

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Rene Tetuanui's Raw Fish Salad

One of the favorite recipes at the Cultural Center, particularly of the Rodgers family, is that of Rene's Tahitian raw fish salad. He has consented to let us print it and so the UPDATE would like to make this a continuing article. If you have any personal favorites to submit, please feel free to send them to us.

- 1 lb fresh Aku or Ahi.
- 5 or 6 fresh limes.
- 2 or 3 green onions (sliced fine)
- 1 tablespoon chopped parsley
- 2 teaspoons salt
- 2 lb fresh cucumber
- 1 lb fresh tomatoes (sliced in cubes)

Cut fish in 1 by 1/2 inch squares. Place in bowl containing water and salt for 5 minutes. Rinse and drain. Place fish in a bowl, add salt and lime juice, stir gently but thoroughly. Let stand 15 minutes before serving. Drain the lime juice and place the fish in another bowl. Add all the vegetables (onion, parsley, cucumber, tomatoes).

- Dressing for the raw fish
- 2 tablespoons of salad oil.
 - 1 tablespoon vinegar.
 - = teaspoon salt.
 - = teaspoon french Mustard
 - dash of black pepper.
 - = teaspoon Ajino moto.
- Mix well and pour into the bowl of fish and vegetables

Mr. Rodger's Neighborhood

By David Rodgers

Probably the most important management fundamental that is being ignored today is staying close to the customer to satisfy his needs and anticipate his wants. In too many companies, the customer has become a bloody nuisance whose unpredictable behavior damages carefully made strategic plans, whose activities mess up computer operations, and who stubbornly insists that purchased products should work.

Lew Young, Editor-in-Chief, *Business Week*

During the past few years, there have been a number of big business in the United States which have been looked upon as great successes. Not only as business which made money, but business which completely revised their industry and the way their type of business is run. Among these are Crystler, Marriot, Apple, McDonald's, Disney Productions, Exxon, General Electric, Kodak, Coke, United Airlines, and MTV. Perhaps one of the most amazing success stories by a business has been by International Business Machines (IBM). For many years IBM had been a leader in making typewriters, adding machines, copiers, etc. During the 1970's there developed a demand for computers within business and homes. Managers wanted the quick information which computers could give, Accountants wanted the freedom from paper work, and fathers wanted computers in the home to teach their children on. As many companies jumped to answer the call for an inexpensive computer which would fill the need of consumers, IBM jumped into the computer industry also. During the intense competition of the last decade in the small computer industry, IBM has developed into not only the market leader, but all other small computer sales added together couldn't begin to come close to what IBM has done. IBM has become to computers what McDonalds has become to hamburgers and Kleenex has become to tissue paper. They are the small computer company and all other companies measure their product in how it relates to the IBM Personal Computer. What is the reason for their success? Certainly the other companies were trying to sell their product. What caused IBM to do so well? Most authorities would agree that although not behind the times, IBM has certainly not been a technology leader. According to the business world, the reason IBM's dominance rests on its commitment to customer service.

Good service has become almost automatic at IBM. Thomas J. Watson Jr., Chairman of the Board of IBM said this in relation to IBM's commitment to service.

"In time, good service became almost a reflex in IBM... Years ago we ran an ad that said simply and in bold type, **'IBM Means Service.'** I have often thought it was our very best ad. It stated clearly just exactly what we stand for. *We want to give the best customer service of any company in the world...* IBM's contracts have always offered, not *machines* for rent, but *machine services*, that is the equipment itself and the continuing advice and counsel of IBM's staff."

In the book **In Search Of Excellence**, the authors are also amazed with IBM's success. They printed the following experiences with IBM employees:

The eerie part of the IBM story in service is the absence of chinks in the armor. Recently, in a one-week period, one of us (1) sat next to a twenty-five-year-old Oakland-based IBM salesperson on a flight from New York to San Francisco, (2) talked to a senior AT&T executive with an IBM background, (3) talked to a Memorex executive who had been an IBM manufacturing executive, (4) discussed an IBM sales decision with a hospital administrator, and (5) talked with a young ex-IBM salesman in a classroom setting. They didn't look alike; they ranged from an attractive young black woman to a grizzled fifty-year-old. But they did talk alike. All these people agreed that IBM has had problems — software, even quality sometimes. But all also agreed, using practically the same words, that IBM's service and reliability are unmatched. What's so impressive is the depth and consistency of their belief that IBM really cares about service. (page 160)

Perhaps we at the Polynesian Cultural Center don't realize just how important serving the guests is. Of course it's important to have big impressive Polynesian buildings for the guests to walk through and look at, and of course it's important to have quality food in the Gateway and products in the Shop Polynesia. But these things mean little or nothing when compared with guest service. There used to be a division at the Center called Guest Services which has now been changed. Perhaps one of the reasons it no longer exists is because we would all have to belong to it. Each one of us must make as our top priority improving the way we treat guests. It is primarily by effectively servicing our guests that the Cultural Center will also be added to Thomas Peters and Robert Waterman's list of what they call **"Champions."**

CALENDAR

Friday, September 27th

Holoku Ball, Ballroom and Mall
9:30pm

Movie "Passage to India"
Aud 9:30pm

Hamburger Steak w/gravy, steamed rice, seasoned mixed vegetables, drink

Saturday 28

Windward District Leaders Conference
Training Boy Scouts, L.T. 8am—4pm

Movie, "Passage to India"
Aud 6:30, 9:30pm

Ward 7 Luau, Ballroom 7:00pm
Beef broccoli, steamed rice, seasoned corn, drink,

Monday 30

Deep fried chicken w/gravy, mashed potatoes, seasoned corn, cold drink.

Tuesday October 1st

Italian spaghetti with sauce, garlic bread, tossed salad with 1000 island dressing, cold drink.

Wednesday 2

Kahuku complex, Aud 8:30—1:30
ASBYU Forum L.T. 10:30am
Swiss beef liver, steamed rice, butter mixed vegetables, drink.

Thursday 3

Teriyaki pork, steamed rice, buttered corn, drink.

Friday 27

CAC Devotional 10:30am
Gym 9:30pm ASBYU 50's Dance
Aud 9:30pm Movies:
Jailhouse Rock
Rebel Without A Cause
An Ache In Every Stake
East Of Eden
Roast Chicken, sage dressing, gibleet gravy, steamed rice, peas and carrots, 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