

# UPDATE '87

## HONESTY PAYS



Lanice Wong: \$50 President's Award



Susan Sorensen: \$25 Award



Wilma Fonoimoana: \$25 Award

### Letter To Our General Manager

Dear Mr. Rodgers:

I would like to take this opportunity on behalf of my wife and daughter, to personally thank and recognize three employees of the Polynesian Cultural Center.

We were on vacation in the Islands and spent the afternoon and evening of Saturday, July 18th at the center. We attended the last performance of "this is Polynesia" and returned to our hotel in Waikiki. Much to my dismay, it was discovered that my moneyclip with our vacation money had slipped out of my pocket. Of course, we were frantic at our loss and proceeded to retrace our steps, but to no avail.

Sunday morning the 15th, we called your security office and were told that we would have to wait until Monday to get more information. Undaunted, we drove out to the center, flagged down a security person, explained our dilemma and met the first of your concerned staff, Susan Sorensen. She agreed to let us see where we were seated during the previous night's performance, but we still could not find any trace of the lost money.

Susan had the presence of mind to call the custodian supervisor, Wilma Fonoimoana, to see if any money had been found. Wilma was at church but her husband was home and our hearts were gladdened with the news that money had been found but he did not have all the details.

It was agreed that we would return at 5:30, after more information became available. Upon our arrival at the security gate, we were greeted by a smiling Wilma and the money clip containing all the lost money. She explained that one of her custodial crew, Lanice Wong, was responsible for finding the money and turning it in.

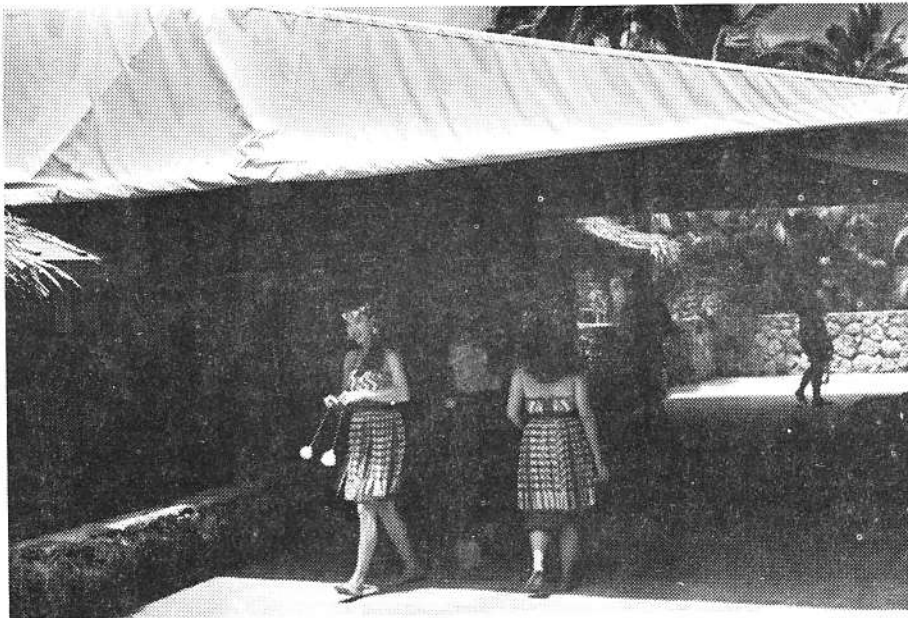
Words cannot express the gratitude we felt not only in the recovery of our funds, and the kokua of your staff, but most importantly, the integrity of Lanice Wong for doing what was right. We would like to think that if any of your staff had made this discovery, the result would have been the same.

As a frequent visitor to your Islands, we have in the past enjoyed performances at the Center. This positive experience will assure you of our continued patronage whenever we are on Oahu.

Again, our heartfelt mahalo to Lanice, Wilma and Susan and to your entire staff.

May the Lord Bless your ministry,

The Rawleys  
Mike, Lora and Kelli



## In The Shade

Contractors completed the Hale Aloha backstage roof this week, - to the relief of the Canoe Show employees. What has been the hottest job in these weeks of summer will now be much cooler and easier on the dancers and musicians.

The roof is of the same fabric as that which covers the theater itself but with added protection from rain. Workers measured the area and constructed a metal frame, then the large roof was sewn into one piece and stretched over the frame.

The shade is welcome and makes waiting time between shows much more pleasant.

## BYU-H Parking Permits

The new 1987-1988 BYU-HC Parking Permits will be available for distribution beginning August 28, 1987 at 8:00 a.m. at the BYU-HC Security Office.

The new permit will be valid for three (3) years with an expiration date of September 30, 1990. You will only need to register your vehicle(s) once. The fee for each permit will be \$3.00.

Please be reminded that all outstanding fines must be cleared up before a new parking

ing permit will be issued. Also, the following items must be taken to the Security Office when registering your vehicle(s):

CURRENT REGISTRATION PAPERS  
CURRENT HAWAII NO-FAULT INSURANCE CARD  
CURRENT SAFETY CHECK PAPER  
PCC STAFF ID CARD  
VALID DRIVERS LICENSE  
APPROPRIATE FEE

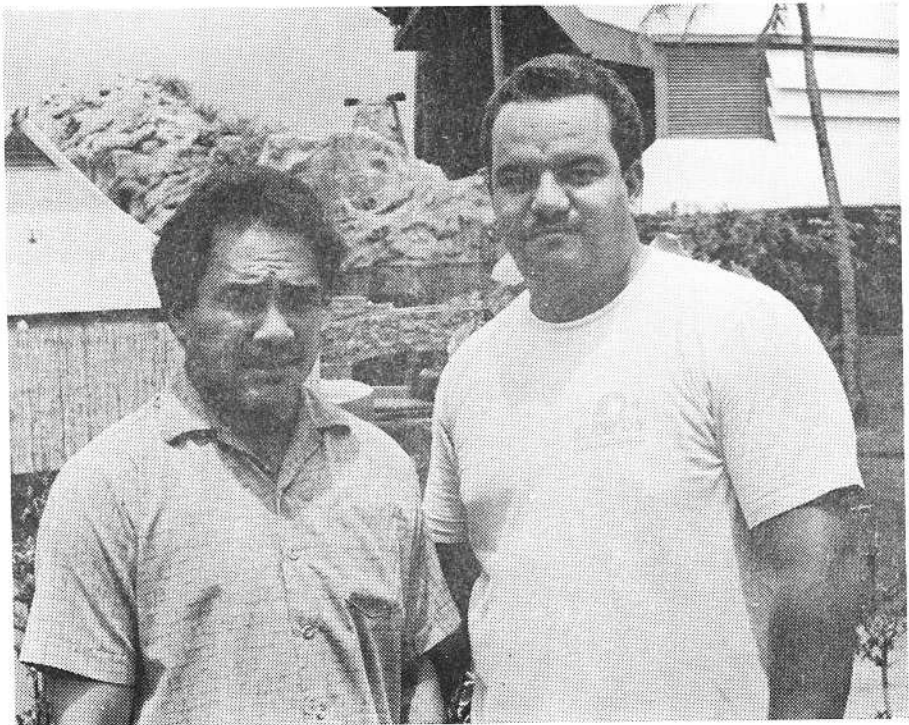
## TANKS!

Two men, Sale Hodges, and Ene Betham, are each awarded \$25 for upgrading the employee building to a new, high standard of cleanliness and comfort.

These two employees haven't just "cleaned up our act" for us, they have set a standard for all of us. Have you noticed that the floors in the employee hallway are so shiny you can almost see your face in them? And the stairs are free of trash, spilled food, and fingerprints?

The area is consistently beautiful, and our thanks go to these two workers for the obvious pride they take in their job.

Thank you both and Congratulations!





## Concessions Gets Cookin'

Have you ever wondered how those Concessions workers get their stock into the areas, who cooks those marvelous dishes, who has the tedious job of counting and controlling all "that" cash, keys, radios, etc.. Meet the gang!!!

These people make it possible:

### Stock Clerks

Kwan, Daniel, Tai, Petelo

### Cash Verifiers

Evelyn, Valu, Norma, Calynda, Tina

### Cooks

Lasela, Afa, Esther, etc.

## Mission Calls

**Patricia Chan** - one of our sales personnel will soon be leaving us to fulfill a mission for the Church to Taiwan. Good luck Pat!

**Darci Maly** - watch out Dallas, Texas Darci will be coming to you in September.

## Marriages

Janie Winn, a lead person for our village sales areas, got herself hitched on Saturday, August 22, 1987.

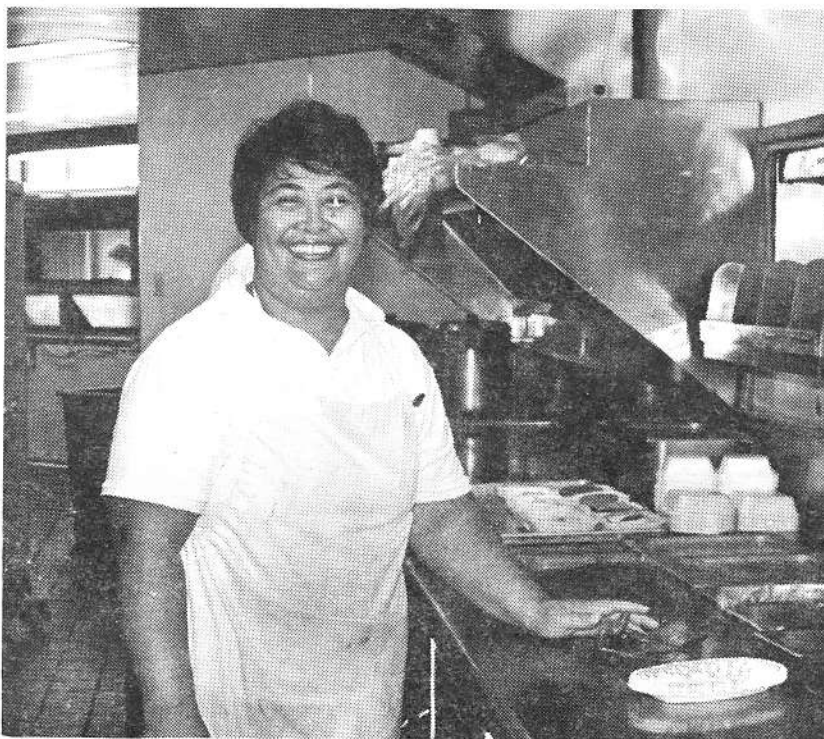
Norma Tui also hitched herself a husband on the same day.

Joji Tsubata, a former employee of Concessions, found himself a wife on Friday, August 21, 1987.

We'd like to extend our warmest congratulations to these employees for taking a big step in their lives.

We'd like to welcome Cindy Jensen as our night supervisor for Deelites. She comes to us from Salem, Utah and is registered at BYU-HC majoring in Biology. She became our night supervisor on June 22, 1987 and has been doing a terrific job since.

Cindy worked a general helper position when she first came to Concessions, then moved on to becoming a Lead. She also replaced Susana Berardy temporarily as a supervisor for the village sales areas for about two (2) months. Cindy is a great person to have around and when she is at work, you can't help but notice for she has a striking personality to go with her job.



Lasela Tevaga



Petelo Mau'u

★  ★ **sale** ★  ★

Are you tired of trying to find Employee incentives? Are you tired of old t-shirts? Then come to Special Projects and purchase 50 PCC T-Shirts at a NEW LOW PRICE! These t-shirts are great to boost employees attitudes. Wear them to the movies after you buy a discount movie ticket. New employees come and get the ideal Hawaiian Souvenir! BUY TODAY!!!!!!!

## Let's Talk Housekeeping

Do you ever wonder who keeps the floors shining, faucets glowing, and walls bright in the Employee Building??? It's our two terrific Custodians, SALE HODGES and ENE BETHAM! On August 25th, each were awarded the \$25 Presidential Award! Their VP, Manager and Supervisor were on hand to give them the good news and to commend them for the outstanding work that they do!

CONGRATULATIONS!!!

## \* BIRTH DAY \* DAZIE

**August 6**

Talaia Laumatia (Grounds)

**August 17**

Tofa Unga (Grounds)

**August 21**

Faimafili Laulu (Day Custodial)

**September 4**

Michael Ta'a (Night Custodial)

**September 5**

Robert "Chris" Trani (Night Custodial)

## Maintenance

**September 4**

Tony Haiku

**September 8**

McKay Ernestburg

**September 23**

Alope Faamoe

**September 25**

Enese Tauilili

**September 27**

Francis Hill



## Sales & Marketing



Several departments worked hard to make the Sales and Marketing Digital group feel welcome this week. Mahalo to everyone.

This has been a very busy summer for the Polynesian Cultural Center, with double shows every working night of July, August and half of June. "In fact, we've had almost 320,000 visitors," says David Rodgers, market research manager for the Center.

"We've hosted more people for dinner and the night show than any other summer in our 24-year history," Rodgers says. He attributes these awesome statistics to higher than expected state visitor counts.

"At the beginning of the summer, industry experts were expecting a decrease from last year's levels, but this summer has been so strong that now they're expecting a fairly substantial increase over last year," Rodgers says, adding "there's no question that we've gotten our fair share of that increase."

Of course, it takes more than just an overall increase in visitors to Hawaii to make the Center a successful operation. Sales & Marketing efforts are traditionally intensified during this season to take advantage of the greater potential audience.

Christie Aldanese, assistant vice president of sales, says the Waikiki staff has been "instrumental in covering the desks, briefings, and establishing stronger relationships with our main accounts."

She cites the example of the Waikiki promo team -- consisting of Gideon Johnson, Kaimana Clyde, Dreena Kane, Clinton Keliikoa, Matini Kaio, Eleanor Johnson, Janda Brown and Kim Kaimana, headed by Larry Reis -- which now performs regularly at Pleasant Hawaiian Holiday's early-morning briefing in the Hilton Hawaiian Village Dome.

"Average attendance at these briefings, where visitors purchase the optional tours they will take during their stay in the islands, runs 7]] or more people from which we used to get about 100 sales a day. Now we're doing over 250 sales a day there," she says. The Waikiki promo team also performs for major Japanese accounts, under the directions of Osamu Ozaki, managing director of international sales.

"Of course, getting the people to the Center is only the first hurdle. Keeping them impressed, excited, happy, well fed, laughing and satisfied is the job of everyone else here, and you've all done a splendid job," says Bryan Bowles, senior vice president in charge of sales & marketing as well as the theater department.

"The few times we've said recently there's no double show, there have been great cheers of relief; and I think everyone is happy that the long summer is over. They haven't let down, however," says Bowles, "and I'm very proud of everyone."



## President's Award

A \$100 President's Award was given to a group of workers from the Gateway this week for what President Rodgers describes as "...really beyond the call of duty."

After a double-show Monday and a special dinner at President Rodgers' home for the Temple Visitors Center Missionaries, Max and his staff returned to the Gateway to find a woman guest worried because she had left her plastic retainer on the table after eating her meal.

The small piece of plastic, worn by many people, relieves headaches by controlling a person's bite and restraining the teeth just as wire braces do. Max asked the guest if the restaurant could pay for the lost piece, but she needed it for her headaches, so the Gateway crew pitched in to help find it.

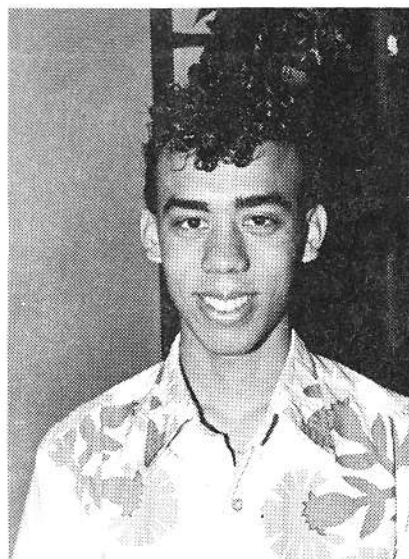
All the wet garbage of the evening - fifteen large bags - was brought back to the restaurant and the staff went through it all by hand. Almost an hour later Kekoa Kaluhiokalani pulled the tiny piece of plastic out of the garbage to the cheers of the group! The piece was returned to a very grateful owner, and the Gateway gang bagged all the garbage once more before hauling it all back to the dump area.

In making the award President Rodgers expresses that he is proud of these workers who cared enough about helping a guest to do an unpleasant job together. Thank you to these employees for making all of us look good! Congratulations!

Haunani Akoi  
Tanya Apo  
James Atoa  
Althea Auna  
Charles Bridges  
Peggy Coburn  
Okusi Fuluwaka  
Deidra Kekauoha  
Kekoa Kaluhiokalani  
Tavita Leitupo  
Joji Lewenilovo  
Camille Marquez  
Te'e Masaniai  
Chanel Mihaere  
Losa Moors  
Simi Nuimatalolo  
Hekili Oleole  
Max Purcell  
Fa'i Sauni  
Derek Whetten



Max Purcell



Kekoa Kaluhiokalani

**WHO SAID THAT ???!**

Virtue is not hereditary.

THOMAS JEFFERSON

To lengthen thy life, lessen thy meals.

BENJAMIN FRANKLIN

Liars ought to have good memories.

ALGERNON SYDNEY

Cauliflower is nothing but cabbage with a college education.

MARK TWAIN

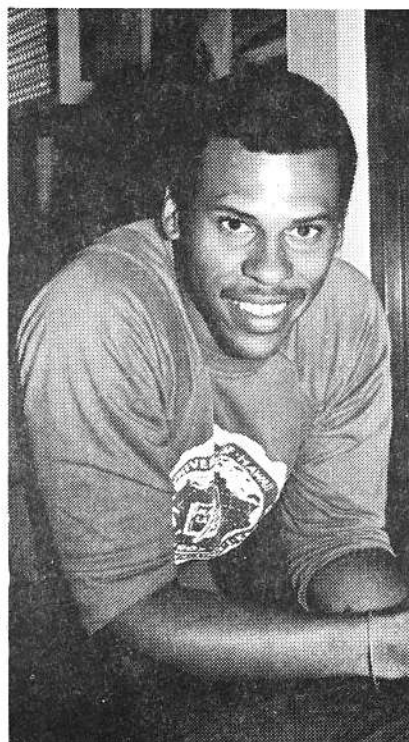
## Vice President's Award

Congratulations are due to Zack Wheat of the Receiving Department for winning a Vice President's \$25 award this month for his action in helping an employee accident victim.

Monique Tahauri of the Grounds Department was working in the garden at gate 10 when the gate was suddenly opened and she slipped under it. Her leg was caught by the heavy gate and Zack struggled to lift it to free her. He then brought a fork-lift and tried that but still had to dig out earth and a large rock from under her before she could be released.

Zack saw the accident taking place and didn't hesitate to run to aid the victim. His immediate action in holding the gate back and lifting it manually before he could get help and the forklift to free her saved her from what could have been serious injury and pain.

Update offers Congratulations! to Zack. Thanks from your fellow employees for the help you gave.



Zack Wheat

# EAT AT MAX'S

**September 4 - 18**

**Friday 4**

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

**Saturday 5**

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

**Monday 7**

Sweet and Sour Meatballs,  
Chicken Ala King, steamed  
rice, tossed salad, drink

**Tuesday 8**

Pork & Cabbage, Turkey w/gravy  
and stuffing, steamed rice,  
cranberry salad and carrots,  
drink

**Wednesday 9**

Sandwiches: Ham, Cheese or  
Egg, Homemade macaroni  
salad, soup, drink

**Thursday 10**

Deep Fry Mahi w/Tartar sauce,  
Kalua Pig, steamed rice, sea-  
soned mixed vegetables, drink

**Friday 11**

Hamburger Steak, Sweet &  
Sour Spareribs, steamed rice,  
corn, drink

**Saturday 12**

Braised Beef Tips, BBQ Chick-  
en, steamed rice, mixed veges,  
drink

**Monday 14**

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

**Tuesday 15**

Baked Meatloaf w/tomato  
sauce, Teriyaki Pork, steamed  
rice, peas and carrots, drink

**Wednesday 16**

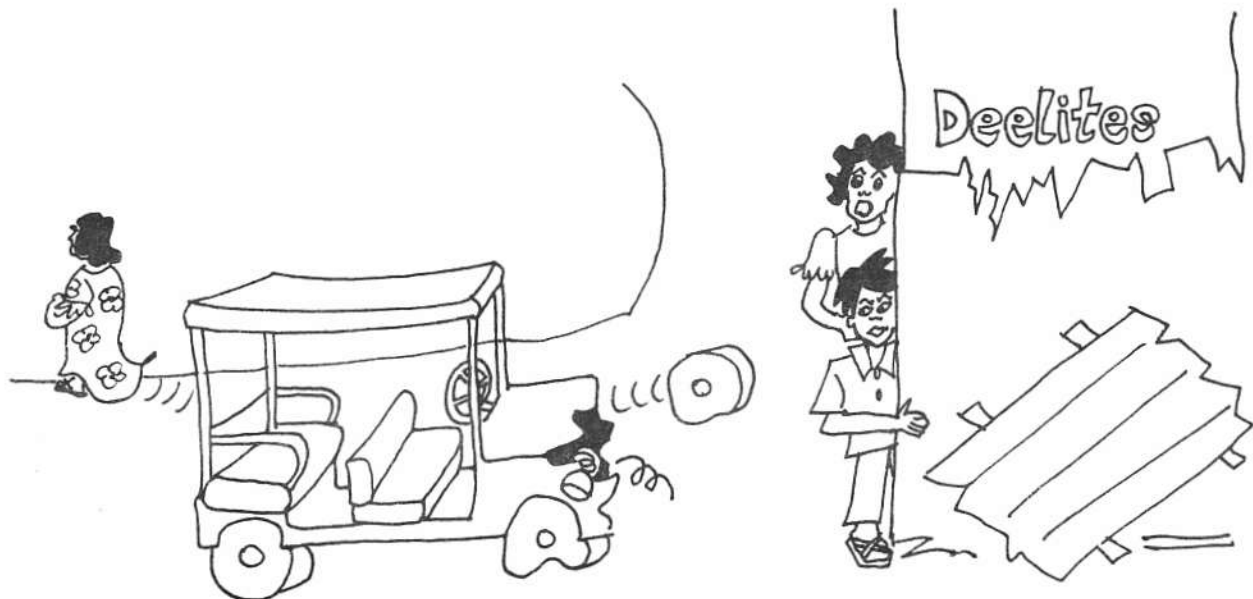
Beef Curry Stew, Deep Fry  
Chicken, rice, mixed vegeta-  
bles, drink

**Thursday 17**

Spaghetti w/Italian Sauce,  
Lasagna, garlic bread, rice,  
tossed salad, drink

**Friday 18**

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



"CHEE! I WISH FITA WOULD KNOCK WHEN SHE WANTS  
TO COME IN!"