

The Villager

MAY, 1972 Volume II Number 4

EMPLOYEE NEWSHEET OF THE POLYNESIAN CULTURAL CENTER



Editorial

by Dennis Shipley

The summer months are rapidly approaching and again this year we can look forward to a deluge of people who have heard so many great things about the Center that they want to see if for themselves. It is a very desirable problem to have--accommodating capacity crowds--but a problem nonetheless. It requires that every facet of the Center's operation be in peak efficiency and that we are totally committed to projecting a genuine and a hospitably authentic glimpse at Polynesia.

The physical plant of the Center does not change from month to month depending on the volume flow of guests, but the attitudes of our employees are subject to change.

There are many variables on and off the job that affect our attitudes. One of the most significant work related variables is pressure, and large crowds of people increase pressure. We must maintain a smooth flow of guests through the villages and when the crowds grow large the flow sometimes becomes like a guagmire. The crowds get bigger, people can't see or hear, we become more concerned about moving the guests into the next area than in giving them a proper presentation so we abbreviate our own portion of the program and the result is that what normally is our greatest asset--you--often becomes a liability.

We receive many letters every day from guests reacting to their visit to the Center. Most are very complimentary. Occasionally some are critical. The greatest single subject of criticism or compliment in those letters is our "people". Individually and collectively we, as personalities, make a much more lasting impression on our guests than does our physical plant.

This Month We Salute

Everyone calls him Sai, because no one can pronounce his full name: Saitaua Nofogatoto'ai. And if you can say that, you've said a mouthful.

Sai is a faithful, hard-working employee, who went from dishwasher to Delight Supervisor. He can tell you just about how long he stayed in one position. Starting in August of 1970, Sai was a dishwasher for 7 months. He became a cook for 2 months after that, plus all of last summer. He alternated between grill cook and ice cream counter boy for one month. Last September he was a bus boy, and in November 1971, he became the Delight Supervisor.

You can always find Sai and his workers cutting pineapples, peeling bananas, and doing other things to prepare the delights for the evening show.

On a good single-show night, Sai and his gang sell over 600 delights. Double show nights are even better at the tune of 900 or more. That is a pretty good tune for Sai to whistle to. He and his gang are hard workers. Preparing 600 delights per night 6 nights per week is no easy task, but they go at it. On night when one or more of his workers are off, Sai can be seen running around faster

***** .. *****

The challenge, then, is to grab ourselves by the bootstraps and prepare for the problem we will face this summer. First, we should be very grateful that we will face it and, second, we should know it is coming and resolve in our minds to be just as hospitable and efficient as is humanly possible so our guests will reflect on their visit to the Center and the associated exposure to the Church as a very memorable and pleasant experience.



than ever in supplying the delight trays and accounting for the money they bring in. Yet, he manages to wear a smile and remain composed.

Since Sai has been supervisor, more variety of sherbert and fruits have been added to the delights.

Sai comes from the lush green islands of Western Samoa, and he is very proud of his heritage. Before coming here he went to the Avele Agricultural School of Western Samoa.

At Church College, Sai changed subjects from agriculture to business management, with hopes of going back to Samoa and working with the airlines after he completes his remaining 2 years of college.

Given time, Sai would probably have gone into rugby and other sports, but he is quite contented in spending his afternoon and evenings at this job.

Please join us in proudly saluting Sai this month. We are very "delighted" to have him as one of us!

WHO'S NEWS

ELLIOT OZU did not get his "April" but he did shower everyone with "Good News" candy when the stork brought a son instead of a daughter! (Pssst--He WAS hoping for a son!)

Our famous prediction finally came true: JOHN ELKINGTON and DEBBIE CUMMINGS got married! They are now properly endowed in that ever-trodden path---they are looking for a house! Anyone know of a good deal for John and Debbie?

Gone on a cultural South Pacific tour also are VERNON HARDISTY, ROD ANDERSEN, GLENN KUKAHIKO, and JOE VAKALALA. Guess who's minding the store: SAM LANGII!

Quite a few new employees came in this month. Among the new comers are: EUINI HUNT (Payroll); TAKALISI AMASIO (Theater and Guide); RABENDRA SINGH (Theater); TAMI COOK (Shop Polynesia); YUN AE JOHNSON, TOAILA TUAKOI, MEWLING TAYLOR, VIOLETA ALCERA (Food Service); PREM NATH (Theater); VIANE TAULA (Security); TAU HUNKIN (Guides); HERMAN SINGH (Fijian Village); SANELIVI TAUILILI, KUINISE MOEAI, ROBERT LUA, VERNON WATANABE and JAMES KAANAANA (Maintenance). Please extend a warm aloha to them!

They are still talking about the visit paid us by the famous Osmond Brothers accompanied by former employee MAILE JEAN RICHARDS of Honolulu!

DENNIS SHIPLEY is elated over the fact that his mother is here to visit his son!

Those Church College students building a canoe house in the Hawaiian Village belong to an anthropology class taught by former employee and now Professor at the College, MAX STANTON. He is one of the only two haoles ever to make the rank of Polynesian! Max, in the long-gone days, danced in the Maori section of the show! He would give quite a lot to be able to dance in the show again!

AWARDS

The Selection Committee carefully reviewed all of the suggestions submitted during the month of April. All suggestions were given careful consideration and many were rejected after much discussion. It should be pointed out that the selection committee reserves the right to change their mind at some future time and suggestions that are rejected now may be accepted at a given time in the future. Following are the winners of the \$5.00 award:

CAROL SOGA: Snack Bar should serve Hostess twinkies, cupcakes and doughnuts, etc., in addition to the fruit pies.

WAYNE WRIGHT: Paint the posts on the path to CCH.

WAIWAI COOKSON: Employees should be notified in advance of any adjustments on their paychecks.

SAPE MAGALEI: The Cash Department should have a

person in the office at all times to service all the departments requiring assistance.

JOSEPHINE MOEAI: The Food Service should offer diet dishes for employees who are concerned about their weights.

We appreciate the interest of all employees in this program. We suggest that you be aware of the following:

1. Many suggestions have been offered in areas where programs have already been instigated. In those cases, no award is given.

2. Many suggestions are offered for areas that are very obvious, and even though nothing apparently has been done at the present, we are well aware of the needs. For example we are aware of the need for a larger theater, and other problems. In those cases, even though, we appreciate the interest of our employees, no award is given!



"Oh, oh. Upside down cake again today."

LOGOVII MAGALEI is now a first-time daddy! Wife, GLENDA, gave birth to a baby girl in New Zealand.

At the time when activists are loudly proclaiming for Zero Population, the P.C.C. is silently having a baby boom! Motherhood, apple pies, and babies live on over here!!!

A fond farewell to PAUL HURLEY and wife, who left Maintenance for the lure of Kauai. Paul, incidentally, will become a police officer. Quite a cop-out from Maintenance, huh?

Things said and done in anger rarely make a good impression on anyone. All of us can look back on mistakes we've made in the heat of anger. Our close friends could probably point out a few more we've chosen to forget.

It seldom pays to get angry. An angry man is, momentarily, a foolish man. Emotion blocks out logic. If he is frequently angry, he's also apt to be a sick man. Continued anger takes a heavy toll of mind and body.

The foot work by Lu Kane



Tevita, give me the rifle and you stick to demonstrating spears!