

Great Customer Service Starts & Ends With You:

Empower Yourself To Create Unforgettable Guest Moments

What It Means:

Great service is more than a smile.
It's preparation, presence, and genuine care.

7 Keys to Magical Service at Disney:

- ✦ Be Prepared and Welcome Instantly
- ✦ Build Trust and Overdeliver
- ✦ Empathy over Ego and Close Confidently
- ✦ Respect is Magic

Why It Matters:

Great service turns creates life long “fans” and a ripple effect—positive energy from you spreads to the whole team.

Leadership Takeaway:

Service isn't a department—it's a mindset. When you lead with care and respect, you inspire others to do the same.

Final Thoughts from London:

“Disney taught me that every magical moment begins and ends with how you show up. Your presence, your kindness, your energy.”

