BRING THE MAGIC!
How to Create & Foster Community in your Classroom & School Building
bit.ly/BringTheMagic

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LEARNING TARGETS

- Disney principles & our work
- Seven Keys
- Focus on Guest Experience
- How WE can lead this work

@cma4r @tylerhartRVA | #BringTheLifeReadyMagic
Tour Guides

Christina Aquilina
★ UVA graduate (GO HOOS!)
★ Former second grade teacher
★ Helped open Kaechele ES in 2012
★ Lover of french fries & funfetti

Tyler Hart
★ U of R graduate (Go Spiders!)
★ Taught 3rd grade for 7 years
★ ILC (Formerly ITRT) for 2 years
★ Elementary Admin for 5 years
Perspective is Everything
Disney vs. Chuck E. Cheese
WELCOME

1. RING BELL
2. STATE YOUR NAME AND REASON FOR YOUR VISIT
3. SHOW YOUR PICTURE I.D.
4. PROCEED TO THE OFFICE
VISITORS

Welcome to
OUR SCHOOL
Please Use Main Entrance and Register at Office. Thank You.
BUILDING PEAKS... NOT FIXING POTHOLES
GUIDELINES FOR GUEST SERVICES

1. Be Happy... make eye contact and smile!
2. Be like Sneezy... greet and welcome each and every guest. Spread the spirit of Hospitality... It's contagious!
3. Don't be Bashful... seek out Guest contact!
4. Be like Doc... provide immediate Service recovery!
5. Don't be Grumpy... always display appropriate body language at all times!
6. Be like Sleepy... create DREAMS and preserve the "MAGICAL" Guest experience!
7. Don't be Dopey... thank each and every Guest!

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BE HAPPY
Make eye contact and SMILE
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SPREAD THE SPIRIT

Greet and welcome each and every guest

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Seek out Guest Contact
BE SPEEDY
Provide immediate service recovery

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Body Language

Display appropriate body language at all times

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CREATE DREAMS
Preserve the “MAGICAL” guest experience

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Thank each and every guest

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HAVE A GREAT DAY!

WE ARE THE LEADERS WE'VE BEEN LOOKING FOR.