



Customer Service The Disney Way

This two-hour workshop is based on Thomas Connellan's book Inside the Magic Kingdom: 7 Keys to Success. Disney is known for its awesome dedication to Customer Service and this training provides real examples from the Disney Park to bring those 7 Customer Service lessons to life.

The sessions scheduled for 2011 are:

- Monday, March 21 from 9 am – 11 am
- Tuesday, October 18 from 2 pm – 4 pm

Organization Development & Training Division

Our mission is to constantly build organizational effectiveness by providing the material and conceptual resources needed to improve performance and enhance the quality of work life. We are committed to the continuous growth and development of our people.