

how the magic happens

“It can be just as magical on this side as it can on the guest side,” said Dave, Connecticut.

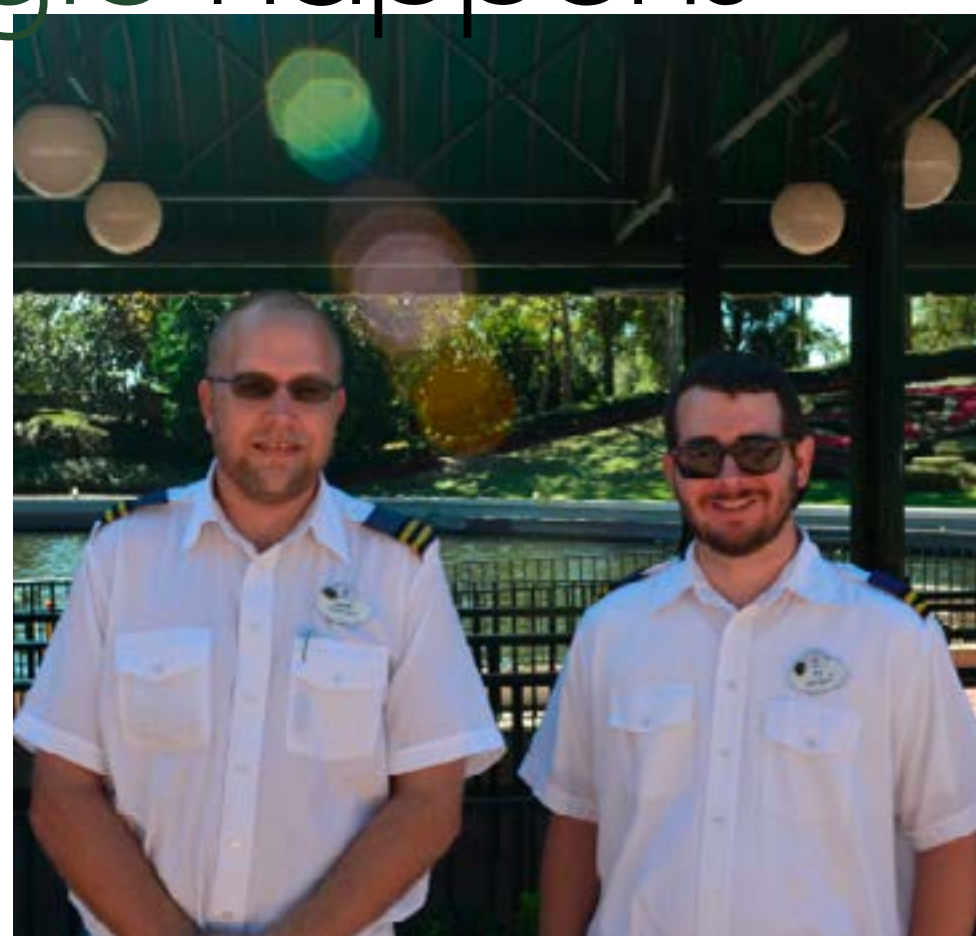
Walt Disney World is known for being a magical place, but to Steve working there it is just as magical as it would be to visit. Disney World brings a sense of magic to every guest that walks in through the gates, “We would do anything to keep the guests visit magical, said Dave, but that sense isn’t just impacted onto the guests but also the cast members

Cast members at Disney world have a job to make every guests stay magical, but they don’t always know that sometimes the smallest things they do for the guest turn out into being the biggest. “The most important things can just be the smallest things.” Steve recalled a time where he did a simple task of watching two kids while the parent went to the restroom. “I remember 10 minutes later my

manager came up to me and said ‘Steve I just wanted to let you know that the guest whose kids you watched wanted me to let you know how much he appreciated it,’” he said. The visitor’s wife had just passed away and this was his first time not being able to like pass the kids onto his wife and wasn’t sure what he was going to do with his kids while he was in the restroom.

Disney World’s cast members are a critical aspect of the magic within the park. “Sometimes people come here with kids with disabilities and you have that feeling that you know it might be there last trip so you making those little moments like here’s an ice cream bar, or here are fast passes for the rest of your trip. To us it’s nothing but to them it’s the world,” said Alessandro, Italy.

Being apart of the magic is a feeling that leaves the cast members apart of the happiest place on earth.



Q&A

What is your overall impression of Disney?



“It’s the happiest place on earth. I grew up coming here. In total I’ve probably been here 15-20 times.”
-Jessica, Florida

“I think it’s a great company to work for. It taught me the most important things can just be the smallest things.”

-Steve, Ohio



“The guest service is higher, it’s definitely a focal point here than anywhere else.”

-Dave, Connecticut

“I kinda love it! It started off as a summer job and then turned into 10 years later.”

-Alessandro, Italy



“The service is excellent. We’ve been here so many times I lost count years ago.”
-Rob, Florida

meet disney world's regulars



For many people, Disney World is like a second home. Jennifer and Richard travel from the United Kingdom multiple times a year to visit Disney World. The two have been to Disney around 20 times.

“The weather here is just incredible. Our dogs are even named Mickey and Minnie,” Jennifer said.

For Kelly, Florida, Disney is worth coming back because “it’s just a mental thing of being in Disney, it’s just different than going to a regular

theme park, you walk in through the gate and it’s like magical.” she said “It’s very clean, rides are better than normal theme parks.”

Today was her 15th time coming back to Disney World.

Kelly’s friend Jessica is reminded of her childhood while at Disney World.

“I grew up coming here. It’s the happiest place on earth,” she said.

Disney World provides a sense of comfort to its visitors.

Disney World by the numbers

the average wait time is **45** minutes for a ride

53 thousand people visit Magic Kingdom every

there are over **70** thousand workers

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