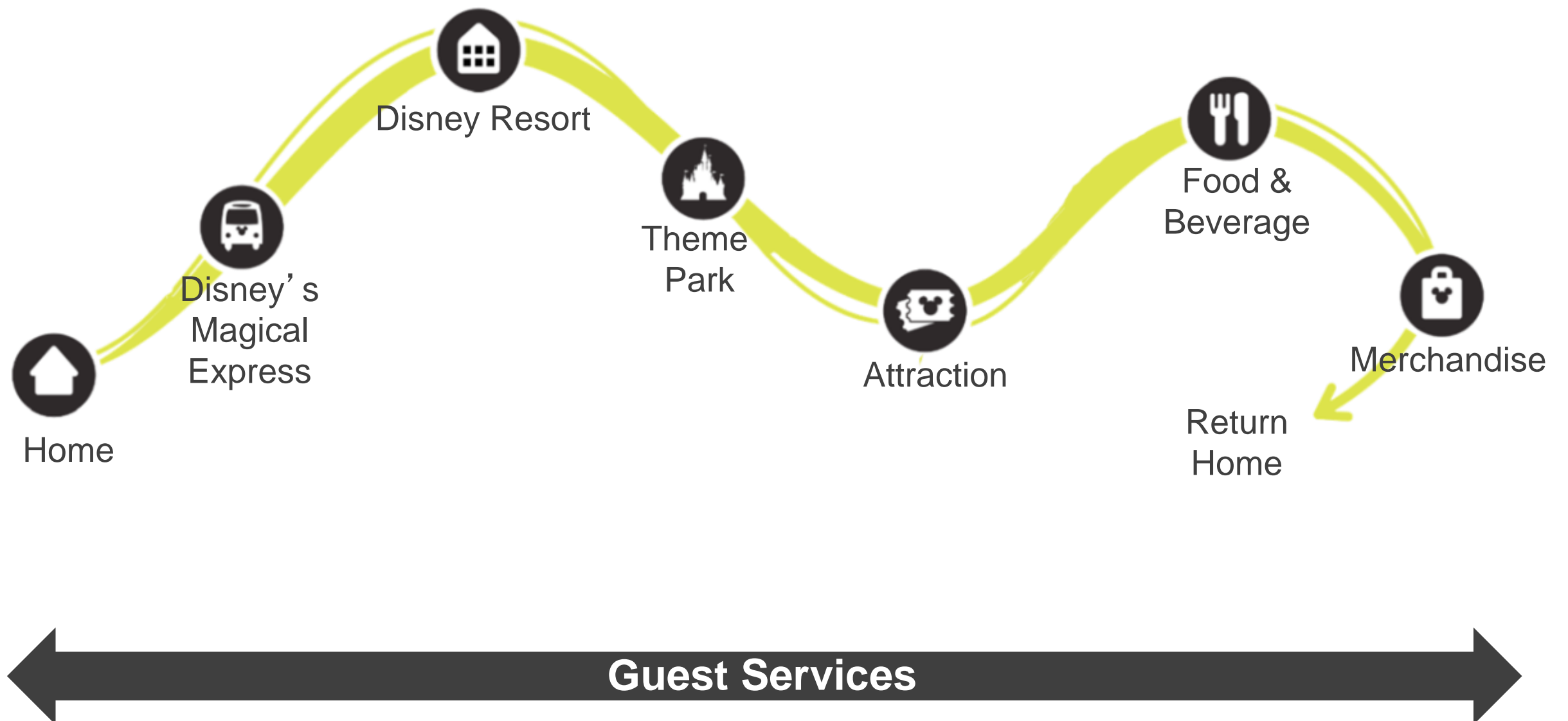


Make Your Guests Happy

Kenny Person
General Manager,
Park Operations
Disney's Hollywood
Studios



Disney Guest Experience



Guest Relations

TRAINING

Confident

DISCOVER...

Engaging

**PRESERVE THE
MAGIC...**

Empathizing

...& RECOVER

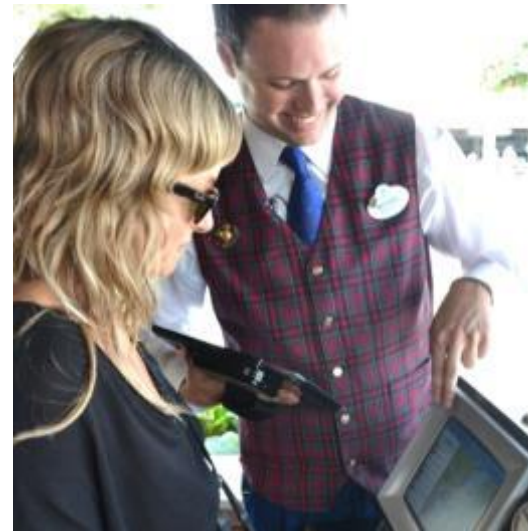
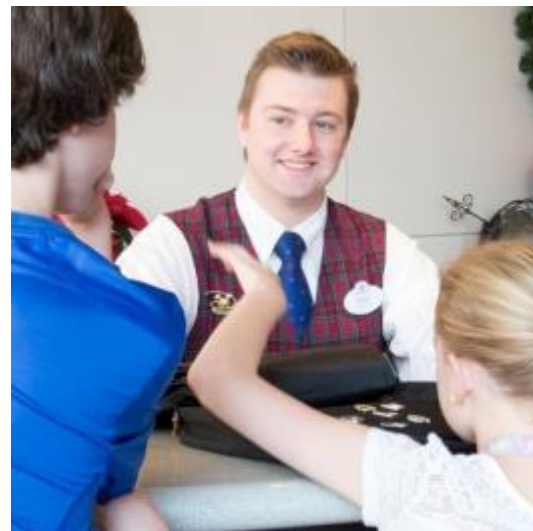
“Above & Beyond”

ESCALATION

Consistent



L.A.S.T Model



L

Listen
to the
Guest

A

Apologize
to the Guest
for what
happened

S

Solve
the problem

T

Thank
the Guest for
making you
aware of the
situation

Discovery

A Guest arrives at the Park with breakfast reservations just prior to park opening. They have troubles entering the gate and are sent to the Guest Relations window.

What discovery questions would be asked?

Have you had any other challenges prior to this experience?

What plans do you have for today?

Where has this challenge occurred for you today?

Has anyone in your party had this challenge?



