

FUNDAMENTALS OF HOSPITALITY

Designed for Students
Grades 8th-12th
Ages 13-18

Program Length
1.5 - 2 hours

Park Location
Disney's Polynesian
Village Resort

SYNOPSIS

Disney's Polynesian Village Resort sets the stage for an introduction to Walt Disney's Legacy of hospitality. In the spirit of Aloha students are welcomed to this heritage resort by being presented with a lei in the tradition of Polynesian culture. Students will come to understand how the spirit of Aloha and Walt Disney's ideas of hospitality are integrated throughout this uniquely themed resort's teams, processes, and philosophies.

The Great Ceremonial house serves as the gateway to students' discovery of the meaning of hospitality and Walt Disney's passion for it. It is here that the students come to the realization that embracing change and staying ahead of trends is key to success in this fast growing industry.

Within the nerve center of the resort—lobby and front desk, students discover the essential functions of this team and how this experience influences a Guest's intent to return. Ever evolving technology integrates with this high-performing team to allow for a more personalized experience and encourage Guests to begin their magical story as soon as they arrive.

Students dive into learn how our reputation for service excellence and for making life-long memories isn't happenstance. It's the result of a purposefully created culture that includes guiding principles and empowerment tools for our Cast Members.

Throughout this learning adventure students gain knowledge of Concierge, Housekeeping and Recreation teams and how they deliver to Guest expectations through listening and proactive Guest-centered behavior.

In conclusion, students are called to action to look for examples of service excellence during the remainder of their stay at the *Walt Disney World*® Resort. Lastly, they are encouraged to consider all that they learned during the experience and apply this new knowledge when entering into any aspect of the hospitality industry.

LEARNING OUTCOMES

After completing Fundamentals of Hospitality, participants will be able to:

- ✓ Define the term "hospitality"
- ✓ Summarize Walt Disney's hospitality principles
- ✓ Understand the relevance of Guests intent to return and the front desk operation
- ✓ Summarize the benefits of training in achieving service excellence.
- ✓ Apply The Four Keys Basics in making decisions and establishing priorities while at work and school
- ✓ Define the term "concierge"
- ✓ Define and provide examples of the terms "soft skills" and "hard skills"
- ✓ Articulate the four general categories of recreation—entertainment, attractions, spectator sports, and participatory events
- ✓ Understand the importance of housekeeping as part of the arrival experience and the intent to return
- ✓ Summarize key factors for ongoing success in the hospitality industry