



2025 - Disney has established the Legacy Awards to recognize the embodiment of DREAM – CREATE – INSPIRE with probing questions.

If asked, these would be my responses to their questions.

DREAM

Think optimistically and dream big?

- Disney brand and organizational culture are very important to me. I was born on the *actual day* construction began for Walt's Florida Project. Twenty-one years later, I would be selected to represent my university for the Walt Disney World College Program. I returned to work seasonally as a cast member for the next five years!
- My career history exemplifies thinking optimistically and dreaming big.
- I have multiple posts on dreaming big and being optimistic.

Create happiness?

- I enjoy creating happiness through Magical Moments yet being fair to everyone. I feel good when I make others feel good. I frequently volunteer to take guest photos with their cameras when possible.
- I randomly saw an online post from college student (Brady C) stating DHS Tower of Terror inspired his educational pursuits and career aspirations for architectural design. He had posted several CAD renderings of the Hollywood Tower Hotel. When I reached out to him, he couldn't believe an 'actual bellhop' saw his post. I made 4×6 pictures of his work for our breakroom. He thanked me so much for displaying his labor of love.
- As a mentor, I took a Disney colleague (very interested to learn more about our industry) to the International Association of Amusement Parks and Attractions (IAAPA) Expo at the Orange County Convention Center.

Help teams to work better?

- Now an experienced cast member, I act as a mature voice of reason and demonstrate leadership through calm demeanor and rational behaviors. I always listen to guests and cast alike; compassionate and understanding to their complaints while offering thoughtful solutions. In all conversations, I express genuine interest with enthusiasm. I utilize empathy through diplomacy to solve tough situations.

Provide exceptional service to Guests, Cast and/or Clients?

- The Disney experience is unique to the modern world. It is an obligation to make the world just a little better by each positive interaction. Many people arrive at this destination through personal sacrifice or in need of self-care. For each person I meet, I aim to exceed their expectations so that they may return back to their regular lives a bit more refreshed and hopeful.
- I have volunteered my professional services for cast functions and made an offer to donate vintage Disney memorabilia. **I created a bulletin board in the Fantasmic! breakroom with my unique personal collection of Disney archives.** Cast members have come in from other departments to view this mini-museum.
- I have logged Disney VoluntEARS hours by volunteering at **Give Kids the World Village** for critically ill children.

Demonstrate persistence?

- I am vigilant for safety. I have made several reports for safety... *(will keep the incidents private online)* with follow-ups. I am tenacious for maintaining standards as mediocrity should never prevail.

Realize Walt Disney's dream?

- A smile is part of my wardrobe. **I believe everyone is a VIP and deserves that level of courtesy, dignity and respect.**
My mantra has been *"Do what's right. Make things better."* Be likable. Be valuable.

CREATE

Act as a problem solver?

- I have offered many suggestions for best practices and operational improvement to both coordinators and leaders of my locations at MK Fantasyland East Ops and DHS Sunset Blvd Ops. I am proactive in creating a better product for the company... *(will keep suggestions private online)*. I was approached by a Sunset Blvd coordinator to assist with a unique operational problem then submit my solution.
- I am very adept at de-escalating conflicts and resolving problems with guests and cast members

Uphold the Disney brand?

- Due to respect for the 'classic' appearance Walt envisioned for his parks, I voluntarily maintain the original Disney Look self-image although no longer required. I have been a brand ambassador since my 1990 Walt Disney College Program telling hundreds of people back home in the Philadelphia region the magical experience of a Disney vacation.

Create an inclusive work environment?

- I revere the Disney keys of excellence through Safety > Courtesy > Show > Efficiency > Inclusion. I have practiced inclusion long before it was made culturally popular. In the workplace, I make it a habit to welcome everyone with equality. In particular, I make each new hire or transfer cast member feel welcome by having at least one conversation of acceptance with “I’m glad you’re here!”
- At the attractions, I seek out children to greet. It makes their day to feel acknowledged as special guests.

Create efficiencies?

- I thrive on efficiency. I have made *many* suggestions including but not limited to the... (*will keep suggestions private online*).

Collaborate?

- I thoughtfully listen before speaking. I believe every person has a contribution to make based on their own unique education and experiences.
- I have attended several IAAPA Expos. I brought back industry magazines and other resources to share with leadership and fellow cast members. Many magazines were placed in breakroom areas throughout Sunset Boulevard at Disney’s Hollywood Studios.

Create innovative solutions?

- I love projects and driving results. I address problems with solutions. I had created a comprehensive list of efficiency suggestions and best practices to exceed expectations for the Fantasmic! operation.

Bring the magic to life?

- I am a born cheerleader, especially for Disney. **I have done complimentary cast photoshoots including Tower or Terror (even framing my *Spirits of Hollywood Tower Hotel* for breakroom) and Fantasmic! I was authorized to create an entire Disney Archives [mostly from my private collection] bulletin board with vintage bits of park history in the Fantasmic! breakroom. I also framed a 1994 Year in Review edition of *Eyes & Ears* featuring the birth year of Sunset Blvd and Tower of Terror for the Hollywood Tower Hotel breakroom.** I brought in a vintage Elvis Presley doll for the Rock-n-Roller Coaster breakroom to celebrate the grand reopening of the attraction. Most recently, I have created several video announcements for our Sunset Blvd Breakroom CCTV.
- I created and still maintain...
 - [SunsetBlvd94](#) (private Facebook group with currently 500+ members) uniting all DHS Sunset attractions cast online for the first time



- LinkTree for [Sunset Blvd](#) providing information while uniting the various inclusion groups

INSPIRE

Act as a role model?

- As a former high school teacher, I feel it is my responsibility to be a role model especially for the college students. On numerous occasions, I have given life and career counseling through casual conversation.

Demonstrate integrity?

- I believe our language demonstrates character. Attempting to be a role model, no one in the workplace has ever heard me utter a profane remark, swear or curse word.

Show gratitude and thankfulness toward others?

- I have used my initiated private Facebook group SunsetBlvd94 as a platform in part to show gratitude for our amazing team. I created the site to unite, inform and educate the attraction operations cast of DHS Sunset Boulevard. Acting as an unofficial public information officer, I have provided recognition and encouragement with occasional humor. I have even offered contests with prizes. As a photographer, I enjoy fun 'off the clock' cast initiated memory makers and team building exercises with photoshoots then offering free picture downloads. I also sent my own submission to the Disney100 Employee Experience Photo Gallery.

Make dreams a reality?

- My fondest memories are working and living at Walt Disney World in 1990. During this college program experience, my Disney roomies were international students representing the many countries of World Showcase in EPCOT Center. This was living diversity in action. I loved it! The American Adventure in Walt Disney World's EPCOT Center features the 'spirits' of adventure, compassion, discovery, freedom, heritage, independence, individualism, innovation, knowledge, pioneering, self-reliance, and tomorrow. We need to continually remind ourselves of these core concepts.
 - Walt Disney said "*Our heritage and ideals, our code and standards – the things we live by and teach our children – are preserved or diminished by how freely we exchange ideas and feelings.*" With this assumed, we can choose to ignore problems without seeking a remedy or we can engage in courageous conversations to establish a common vision. Please don't settle for mediocrity. Dreams can become reality!

Inspire others to be their very best?

- Everyone needs encouragement. There have been a few special colleagues who needed my extra encouragement with kindness.
- I met Josh D'Armaro, Chairman of Disney Parks, Experiences and Products at the IAAPA Expo 2021. I gave him a personalized 'Thank You' card of encouragement.

Motivate others to create the best possible Disney Experience?

- Many people will appreciate The Value of Experience which I have earned over time and persistence. I try to motivate by example.
- SUMMARY: Mentor and positive influence to cast. Source of knowledge and happiness to guests. Passion for helping people. Recognize and celebrate!