

7 Guest Service Guidelines



1. Be *Happy*...
make eye contact
and smile!

2. Be like
Sneezy...greet
and welcome
each and
every guest. Spread the spirit of
Hospitality... It's contagious!



3. Don't be *Bashful*...
seek out Guest contact!



5. Don't be
Grumpy...
always display
appropriate body
language at all
times!



7. Don't be *Dopey*...
thank each and
every Guest!



4. Be like
Doc...provide
immediate
Service recovery!

6. Be like
Sleepy...create
DREAMS and
preserve the
"MAGICAL"
Guest experience!



Disney Customer Service Training Manual

Simon Hudson, Louise Hudson



Disney Customer Service Training Manual:

Customer Service for Hospitality and Tourism Simon Hudson, Louise Hudson, 2012-11-02 Customer service is of critical importance for the tourism and hospitality sector now more than ever before as customers are looking to increase value for money and are less forgiving of mediocre service. However, despite its importance, quality customer service is the exception rather than the norm in many parts of the world. Customer Service for Hospitality and Tourism is a unique text and vital to both students and practitioners as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice. In essence, it is the whys and hows of customer service. It is easy to read, very current, and full of references to all the latest research from both academic and practitioner literature. Chapters cover important topics such as the financial and behavioural consequences of customer service, consumer trends influencing service development, and maintaining a service culture. Managing service encounters, the importance of market research, building and maintaining customer relationships, providing customer service through the servicescape, the impact of technology on customer service, the importance of service recovery, and promoting customer service internally and externally. Key features include 'An At Your Service' Spotlight at the beginning of each chapter, focusing on the achievements of successful individuals related to the art of customer service. Each chapter contains a 'Service Snapshot' of short real-life cases to illustrate a particular concept or theoretical principle presented in the chapter. Detailed international Case Studies which cover a variety of sectors, organizations, and regions designed to foster critical thinking. The cases illustrate actual business scenarios that stress several concepts found in the chapter. They analyze customer service in the U.S., South America, South Africa, Europe, Russia, Australia, China, Canada, Korea, and Dubai.

Marketing for Tourism, Hospitality & Events Simon Hudson, Louise Hudson, 2023-12-04 This cutting-edge and engaging student textbook, now in a second edition, provides essential coverage of marketing principles for Tourism, Hospitality, and Events with a strong focus on the increasing global and digital aspects of these industries. The text has been updated to include all the latest industry developments, practice, and research, including the lasting impacts of Covid-19 on consumer behaviour and, in turn, the tourism, hospitality, and events industries, as well as the accelerated role of digitalization and use of new technologies such as artificial intelligence and the metaverse, both of which are changing how people conceive of travel and experiences whilst blurring the boundaries between what is real and virtual. Popular chapter features such as 'Lessons from a Marketing Guru' featuring personal insights from real-world practitioners and 'Digital Spotlights' which highlight the ways in which technology has transformed tourism, hospitality, and events, and 'Marketing in Action' case studies continue to help bring the text to life through fun and relevant examples from a wide variety of organizations and regions across the globe. This textbook is essential reading for any university or college course looking at marketing in relation to tourism, hospitality, and events. Simon Hudson is a tourism and hospitality professor at the University of South Carolina. Louise Hudson is a freelance travel journalist writing for a host of newspaper travel

sections online tourism sites and her own blog

The Disneyization of Society Alan Bryman, 2004-06-09 Alan Bryman has expanded on his internationally well known work on Disney theme parks and Disneyization to create a fascinating and highly readable book. It should prove of interest to beginning students in a number of different courses and fields as well as to scholars interested in culture and consumption. There is no question that the model created by Disney and emulated in whole or in part by many organizations and in many settings will continue to influence social structure and culture well into the future. This is an important book about a significant social process. And it manages to be a fun read as well. George Ritzer, author of *McDonaldization* and Professor of Sociology, University of Maryland. Bryman's analysis of contemporary consumption is full of detail and provides a host of examples ranging from restaurants and hotels to theme parks, zoos and sports stadia. Without doubt, students will find it an accessible text, one that should allow them to think about consumption, familiar consumer products, settings and activities sociologically. Barry Smart, Professor of Sociology, University of Portsmouth. Bryman's dissection of Disneyization is a timely and significant contribution to the growing literature on Disney. In fact, his excellent analysis of the extension of Disneyization throughout society explains why we should care about the Disney phenomenon at all. This is not only an important book for Disney scholars but for any one interested in the future of modern society. Janet Wasko, Professor of Communication Studies, University of Oregon. This is an agenda setting new work in the sociology of culture and modern society. It argues that the contemporary world is increasingly converging towards the characteristics of the Disney theme parks. This process of convergence is revealed in the growing influence of themed environments in settings like restaurants, shops, hotels, tourism and zoos; the growing trend towards social environments that are driven by combinations of forms of consumption: shopping, eating out, gambling, visiting the cinema, watching sports; the growth in cachet awarded to brands based on licensed merchandise; and the increased prominence of work that is a performance in which the employees have to display certain emotions and generally convey impressions as though working in a theatrical event. This insightful book demonstrates the importance of control and surveillance in consumer culture. Of interest to a wide variety of students studying in business, sociology, cultural studies, media studies and leisure studies courses, this will also be of interest to anybody interested in understanding the intricacies of modern society.

Vinyl Leaves Stephen M Fjellman, 2019-06-20 Walt Disney World is a pilgrimage site filled with utopian elements, craft and whimsy. It's a pedestrian's world where the streets are clean, the employees are friendly and the trains run on time. All of its elements are themed, presented in a consistent architectural, decorative, horticultural, musical, even olfactory tone with rides, shows, restaurants, etc.

The Themed Space Scott A. Lukas, 2007-01-01 *The Themed Space: Locating Culture, Nation and Self* is the first edited collection focused on the subject of the themed space. Twelve authors address a range of themed spaces including restaurants, casinos, theme parks and other spaces like airports and virtual reality ones. The text is organized into four sections: theming as authenticity, theming as nation, theming as person and theming as mind.

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