

Symposiums

S1.1**Teamwork and Happy Staff****13:15 Theatre 1**

Teamwork and Staff Morale at Hong Kong Disneyland

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Disney is one of the most beloved brands in the world. It represents happiness, positivity, magic and dreams come true. At Hong Kong Disneyland Resort, every single Cast Member (the Disney term for a resort employee) is able to take advantage of numerous initiatives specifically designed to encourage teamwork, morale, and to make Disneyland a really fun place to work.

In this presentation, Hong Kong Disneyland Vice President of Operations Peter Lowe will discuss how Cast Members are motivated and encouraged at the resort, with several real-life cases that illustrate the joy of working at “the Happiest Place on Earth!” We also encourage volunteering work through our Disney VoluntEARS team to nurture a caring attitude among the Cast so they are mindful of the needs of their community.

The Hong Kong Disneyland leadership team believes in teamwork, which is why we have worked hard to create a vibrant organisation that encourages various lines of business within the resort to work hand-in-hand. Building trust and making those around us successful are our keys to organisational vibrancy.

Hong Kong Disneyland has a distinctive culture that praises and recognises Cast Members when they do a good job. It empowers them to make their own independent decisions. The goal is to ensure the Cast have an ideal work-life balance and can positively and effectively communicate with everyone, be it their colleagues, supervisors or resort guests. The management strongly believes that when each Cast Member is happy, they are better able to deliver the Disney magic to anyone who enters into Hong Kong’s magic kingdom.