



## DISNEY'S APPROACH TO SELECTION, TRAINING & ENGAGEMENT

### Chain of Excellence

When we introduced you to the Chain of Excellence in your program, you may remember that our Guests are not the number one focus of our leaders. Our Cast Members are the leaders' first priority. While we don't want to overlook our Guests' needs, we know that if our leaders focus on caring for our Cast Members, our Cast will then be stress-free to take care of our Guests.



**List some ways you can make your staff your first priority:**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_