



by TYLER MCNUITY

A GUIDING LIGHT

At special Disney events held at Walt Disney World Resort, there is a team of Cast Members dressed in blue and white stripes that help make sure events runs smoothly. These Cast Members are part of the Conventions and Special Events team, and work throughout our property's many hotels and parks to ensure Guests have a truly memorable experience.

For Barb Smith, one of the team's members, working at many different venues is the best part of her job. One day she might be working a special ticketed event at Magic Kingdom Park, and shortly thereafter at one of Epcot's festivals.

"For the Epcot International Flower & Garden Festival I may be at the butterfly exhibit, but

fast forward a few months, and I'm passing out snacks during Mickey's Very Merry Christmas Party," Barb said. "I'm always doing something different, and I love it."

NAME: BARB SMITH

ROLE: CONVENTION GUIDE

LOCATION: EPCOT

HOMETOWN: SALEM, OREGON

YEARS WITH COMPANY: 8

Barb first started her Disney journey as an Epcot Festival Food & Beverage hostess, but when her leaders asked her to work special events, she was sure she wanted to switch roles. "After working

in the blue and white stripes that day, I knew I wanted to get onto the Convention and Special Events team."

It took her some years to finally get the call and, as she recalls, "I was ecstatic about it." Since then, Barb has become a facilitator for Passports to Festivals, a role in which she trains new special events' guides. "We get a lot of College Program participants, and showing a new generation of guides the ropes is such a great experience."

No matter where her job takes her—one of our parks, hotels, or the route of a *runDisney* race—Barb is committed to first-class service, and first-class training, to new guides, to make our Disney events unforgettable for our Guests.