

SOLVING *for* HAPPINESS

by TYLER MCNULTY

Working from the third floor of Team Disney, the Guest Experience Services team is tasked with just that – helping enhance the experiences of our Guests. The team works mostly behind the scenes to resolve Guest issues through social media platforms, email and phone.

Thomas Gauthier, one of the team's managers, said: "We have a lot of problem solving and critical thinking to do when we're talking to Guests. No two situations are ever the same, so we always have to be prepared for anything while still having a passion for helping our Guests."

Kendra Pamenter, a social media Guest Experience associate, monitors social media in search of posts that reference Walt Disney World Resort. What she loves most about social media is that, due to the constant activity on the networking site, her days are busy and always exciting. Another team member, Guest Experience associate Bruna Bertozza, fields the emails and phone calls.

According to Thomas: "When we communicate with Guests who didn't have the best time during their visit, using the many tools we have at our fingertips, we're able to turn the situation into a positive."

Bruna also stressed that the team also receives positive feedback. "We get tons of compliments about how our Cast Members make the day of a Guest magical," she said.



Kendra added that, despite the sometimes-difficult nature of their job, "It's a nice feeling to know that you solved a problem. Even if the Guest doesn't know how it was solved or by who, you know that you helped make their day a little better."

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