

# DRIVING TEAMWORK

by TYLER MCNULTY

After parking a vehicle at one of our Walt Disney World Resort theme parks, many Guests choose to save some energy and take a ride on the tram. With the help of two parking hosts – one driving and one spiling important, and fun, information intended to help with their visit – Guests travel easily and safely to and from their vehicle. “Safety is our number one priority at parking, especially when operating the tram. You have cars, Guests and other Cast Members walking around, and you have to be aware of all of them,” parking host Anthony Raymond said.

Driving the tram is a little tricky at first, so the driver is well-trained to handle any situation that might arise. “Driving the tram definitely has a learning curve,” said Anthony.

Making safe turns is one of the hardest parts of driving the tram and that’s where the person spiling provides important assistance. “You can’t have one without the other,” parking host Antonio Mercado Osario said. The driver and the person spiling to Guests switch off about every hour, so it’s vital that the two are aligned. “The driver can only really see what’s in front of them, that’s why we have a ‘spiler’ in the back. We let them know they cleared turns and when they’re clear for dispatch. The person spiling is the driver’s eyes and ears.”

In addition to sharing rules, park hours and safety tips, the person spiling injects a little fun into each ride by telling corny jokes. Some even sing songs. “We’re some



of the first Cast Members that Guests who park their cars interact with, and we only have a minute to make a good first impression. So, we try to make it memorable,” Anthony said.

