

RESORT REPORTER

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FEATURE

DISNEYLAND RESORT HONORED FOR SUPPORT OF LOCAL FOOD BANK

Disneyland Resort was recently honored by Community Action Partnership of Orange County (CAP OC) for the resort's longstanding commitment to the non-profit and its largest program, the OC Food Bank.

"Our organization is laser-focused on ensuring that we are bringing vulnerable communities the resources they need when they need them. Disney has always been a partner in that effort," said LaShanda Maze, vice president of Philanthropy for CAP OC. "From your volunteerism, to donating food and other in-kind support as well as your past financial support of our programs, we know we can count on you to be there. Plus, we know it's been a hard year for Disney and we want to just celebrate you and all the work you have done in the community, especially Anaheim."

At "A Night of Hope" fundraising event in Anaheim, CAP OC President and CEO Gregory C. Scott presented Disneyland Resort President Ken Potrock with the award. Between food donations, including the millions of pounds donated during the resort's temporary closure, food packing and distribution efforts by Disney VoluntEARS, the resort has been supporting the OC Food Bank for more than 30 years. In addition, the resort supports CAP OC with workforce development initiatives and financial and in-kind contributions.



DISNEY VOLUNTEARS HELP GET BOXES OF FOOD TO OC FOOD BANK.

DISNEY CAST LIFE

Disneyland Resort Cast Members Celebrate the Halloween Season with a Cast-Exclusive Scare Maze

By Jordan Crowley-Watts

Giddy screams and excited shrieks aren't unusual during Halloween Time at the Disneyland Resort, but recently, the loudest screams were coming from cast members at an after-hours scare maze in Disney California Adventure park!

The cast-only event on Oct. 6 helped cast members get in the Halloween spirit with treats, games and a moonlit maze complete with jump scares and plot twists.

A team of 40 volunteers spent two months planning and organizing the event for more than 600 attendees. "This event is 100% produced by the cast, for the cast," said Patrick Finnegan, senior vice president of operations for Disneyland Resort.

Tommy Metzger, who works in Avengers Campus attractions, stepped outside of his normal role to develop the storyline, theming, costuming and other elements to bring this event to life.

"I love that anyone can be a part of this," said Tommy. "It doesn't matter

where you work or what you do — you don't have to audition or interview or stress in any way. You can just come do something fun that you genuinely want to do!"

This thrilling event has taken place for several years, making an elaborate return after last year's hiatus during the resort's closure. This year's story and theme focused on a mysterious creature haunting the campgrounds and surrounding forests in Redwood Creek Challenge Trail. Volunteer actors helped set the scene inside and outside the maze with

professional special effects and makeup; merchandise host Jonathan Granados, who is also a professional makeup artist, applied gory makeup and prosthetics to the performers.

Anthony Olivares, attractions host, who has been helping run the event for four years, said: "Every year, we try and tell a different story through theatrical elements in the maze."

Entertainment host Forrest Orta has helped run the event for more than five years. This year, he helped create custom logos and packaging used as props.

"It's important for cast members to get the same immersive, high-quality experience our guests receive each day," said Forrest. "When we're just working our same role each day, we might miss the full magic; I wanted cast to once again fall in love with why Disney does what it does."

Organizers prioritized inclusion in their plans; the event was completely wheelchair accessible to allow all to participate and get the same immersive experience.

"There's really something for everyone," said Baby-Jo Fernando, an Avengers Campus attractions host. "Even the cast members who don't like to be scared could come get treats and spend time with other cast members."

Event volunteers are already talking about how to make next year's maze better (and scarier) than ever!

"Cast events are what make this job so unique and special," said Rachel Kahan, Avengers Campus attractions. "It really speaks to the community we have that so many people just say, 'hey, let's all do this together for each other.' It boosts morale in a way I just can't describe."

For more #DisneyCastLife tricks and treats from this event and more, check out Disneyland Resort Cast and Community on Facebook and Instagram.



SCARE MAZE VOLUNTEERS POSE FOR A PHOTO WITH KEN POTROCK, PRESIDENT OF DISNEYLAND RESORT.

DESIGNED BY SCNG CUSTOM CONTENT

COOL DISNEY JOBS

MEET ONE OF THE HAPPIEST NURSES ON EARTH

CHRIS CASTRO

Role: Registered Nurse

Years with company: 19

Hometown: Cypress, CA

Q. What is it like being a nurse at the Disneyland Resort?

A. Disneyland Resort is a great place to work. We interact with a lot of people — whether it's their first time here or their 100th time — we're here to help make sure they can enjoy their day.

Q. What does it take to be good at your job?

A. To be a registered nurse at the Disneyland Resort, you have to be a critical thinker, able to solve problems and be quick on your feet to help our guests or cast members get back to their day.

Q. Tell us about some of the ways you help guests.

A. One of the most common requests we get is for Band-Aids. We provide those, or over-the-counter medicine, if guests need them. If a guest needs medical assistance, we can provide on-scene treatment or refer them to our First Aid

location for additional assistance. We have First Aid support in both of our theme parks, Downtown Disney District and at our hotels. We also help our cast members, in addition to guests, so they can get back to making magic.

Q. How did you end up as a nurse at the Disneyland Resort?

A. I started my Disney career in parades and entertainment. I was always interested in the medical field. I didn't really know much about nursing, but I've always been interested in helping people. I focused on health sciences in school and then decided to jump into the nursing program. After nursing school, I went straight to working in the emergency room, where I developed skills and gained confidence in the new craft I'd learned. After about five years, I made my way back to the Disneyland Resort.

Q. What makes being a nurse at the Disneyland Resort so special?

A. There's no better place to work than here at the Disneyland Resort. I've been a registered nurse here for 14 years. Working here at the resort is nothing like a traditional nursing job at a hospital. We also get to work alongside other cast members, which is always fun.



DID YOU KNOW?

1. If you walk through Frontierland during Halloween Time at Disneyland park, you may spot a special tree glowing orange.**TRUE**

This tree is decorated with glowing orange lights and hand-painted jack-o'-lanterns, inspired by Ray Bradbury's novel "The Halloween Tree."

2. Holidays at the Disneyland Resort begins Nov. 12 and runs through Jan. 9, 2022.**TRUE**

Guests will be able to spot Mickey Mouse and Minnie Mouse in new festive holiday fashions.

3. Tenaya Stone Spa at Disney's Grand Californian Hotel & Spa recently celebrated its grand opening with a ribbon-cutting ceremony.**FALSE**

A wreath-tying ceremony was part of the grand opening event to celebrate and represent the partnership in bringing the spa to life.

4. Eligible hourly full-time and part-time cast members have access to Disney Aspire, an educational investment and career development program.**TRUE**

Disney Aspire opens opportunities for eligible cast members to help them achieve their goals, whether at Disney or beyond.

5. Festival of Holidays at Disney California Adventure park celebrates Christmas with specially themed food and beverage, entertainment and festive fun.**FALSE**

Festival of Holidays is a multicultural celebration of cherished holidays including Christmas, Hanukkah, Diwali, Kwanzaa and Three Kings Day.

6. You can stay up-to-date with all things Disneyland Resort Cast & Community on Instagram and Facebook.**TRUE**

Follow @DisneylandCastandCommunity on Instagram and Facebook!



DIVERSITY & INCLUSION

Cast Members Reflect on the Everlasting Bonds of Family at Plaza de la Familia

By Matt Nixon

“Remember me” — those famous words from Disney and Pixar’s “Coco” ring throughout Plaza de la Familia in Paradise Gardens as cast members once again celebrate the everlasting bonds of family at Disney California Adventure park.

“It’s been nice to come back and get to work with the wonderful talent we have here,” Parade Performer Andres Cano said of the return of “A Musical Celebration of Coco.” “It’s a family reunion.”

“A Musical Celebration of Coco” welcomes guests to Plaza de la Familia with a lively troupe of singers and folklórico dancers, accompanied by the Grammy Award-winning Mariachi Divas. As the lead storyteller, Mateo recounts Miguel’s fantastical journey into the Land of the Dead, immersing guests into the film’s story.

“It brings a lot of visibility to the Hispanic culture,” said Josh Forniss, entertainment cast member. “It rings a big bell in my heart because that’s my background.”

Just a short stroll into Plaza de la Familia, guests will find the iconic Mexican Árbol de la Vida (Tree of Life) and the Memory Wall, where they can share a

special memory of loved ones. Between performances, guests can create special memories with Miguel or — for those looking to explore their creativity — design paper alebrije masks of the film’s spirit guides, Dante and Pepita.

And what’s a celebration without food and music? An assortment of Mexican food from Paradise Garden Grill is best enjoyed while listening to Mariachi concerts performed on the bandstand.

Plaza de la Familia is a celebration of the spirit of Día de los Muertos, something that resonates with many cast members.

“It’s nice to see yourself represented and for guests to learn more about Día de los Muertos,” said Andres, who added that his family sets up an ofrenda, or altar, each year to honor loved ones.

Josh agreed, adding that his family marks the holiday, usually celebrated Nov. 1-2, by spending time together and visiting local events. “It’s great to see everyone’s faces light up and to be able to share culture with our guests ... so that everyone feels the beauty of what it means to be a strong family in a Latino household.”

Plaza de la Familia is open daily at Disney California Adventure park through Tuesday, Nov. 2.



PARADE PERFORMER ANDRES CANO WITH MIGUEL AT PLAZA DE LA FAMILIA.

HISTORY & HERITAGE

DISNEYLAND RESORT WELCOMES BACK THE ICONIC DISNEYLAND MONORAIL

Disneyland fans have been waiting months to hear the memorable sound of the horn honking as the Disneyland Monorail glides above and throughout the resort. The “highway in the sky” has returned for guests to board once again as a part of the phased reopening of the Disneyland Resort.

The Disneyland Monorail has been a beloved attraction for decades, ever since it first debuted at Disneyland in 1959, becoming the first daily operating monorail in the Western Hemisphere.

Originally known as the Disneyland-Alweg Monorail System, Alweg — a German transportation company — aided in its design. The monorail first glided on its beam around Tomorrowland, but was soon extended when new train models debuted and began transporting guests to and from Disneyland Hotel in 1961. At that time, it was the first monorail in the country to cross a public street, and it became more of a transportation system than a theme park ride. Disneyland Monorail later debuted trains with seat-

ing facing toward the windows in 2008.

Since its debut, the Disneyland Monorail has been powered by electricity, emitting zero direct emissions. In the 1970s, Disney started a Community Transportation division to market the clean-running and dependable monorails and people-movers to cities, but the only installation was a people-mover at the Houston Intercontinental Airport. Later, the technology was licensed to Bombardier, Inc.

The Disneyland Monorail not only

serves as a fun transportation experience, but also offers a unique way to see the sights around the resort, including aerial views of Tomorrowland and Fantasyland in Disneyland park and Buena Vista Street in Disney California Adventure park.

For additional details on the Disneyland Monorail, including hours of operation, be sure to check the Disneyland app or Disneyland.com. And don’t forget — at this time, a face covering is required to ride the attraction.



DISNEY CAST LIFE

First Generation Cast Members Gather to Share Memories from first 25 years of Disneyland

By Lisa Greathouse

Two years ago, when retired Disneyland cast member Garry Wood first floated the idea of a reunion of Disneyland cast members hired during the park's first 25 years, he knew he was onto something.

"I posted the message on our private Facebook page on a Sunday night, and by 3 p.m. the next day, 673 people had responded," recalled Garry, who suddenly found himself chairman of the committee planning the event, originally scheduled for July 2020 to coincide with the park's 65th anniversary. Although the event was rescheduled four times over 14 months due to the pandemic, the Sept. 18 event was a triumph, bringing together 416 current and former cast members. While smaller cast reunions aren't uncommon, this was the first reunion of its kind, including cast members who worked across

Disneyland between 1955 and 1980. The open house at the Phoenix Club's outdoor pavilion in Anaheim encouraged attendees to mingle and reconnect with former colleagues and friends, some of whom hadn't seen each other in decades.

"No matter which direction you turned, you saw someone you had worked with; it was like no time had passed," said Tim Miller, guest correspondence, who's been working at the resort since 1976 and fondly recalls the small-town feel of the park at the time. "During those years, even if you didn't personally know every cast member, your paths crossed at the windows of wardrobe or you ran into them at the Inn Between, the Deck or the time shack at Harbor House," said Tim, naming cast member-only locations backstage.

Tom Nabbe, who was hired the first week the park opened as a "newsie" and wound up being chosen by Walt Disney

to take on the role of Tom Sawyer, was the only original cast member in attendance. Several other attendees were hired in the 1950s and many more had over 50 years of service.

Garry, who began his 21-year Disneyland career in Security in 1967, said he was one of many attendees who had met their spouse while working at Disneyland. Sadly, his wife, Mary, passed away earlier this year, as did Disney Legends Ron Dominguez and Jim Cora — all of whom Garry said were great supporters of the group and had been looking forward to the event. A display at the event honored them and others who had passed.

Disneyland Resort President Ken Potrock stopped by the event to let attendees know how much their contributions to the resort are appreciated. "This group of former and current cast members are an important part of our legacy — they laid the foundation for fu-

ture generations and helped us become who we are today," Ken said.

Entertainment consisted of photos and videos from the group's Facebook page displayed on large screens, background music from early Disneyland attractions and recorded announcements from Jack Wagner, "the former voice of Disneyland."

Garry said attendees have already asked him when they can have their next reunion. While he's not ready to make any commitments, he said he was proud of the committee's work.

"As you get older, all you really want to do is give to others, and when you see 400 people happy and laughing and reminiscing with people they haven't seen in 20, 30, even 40 years, it's pretty rewarding," Garry said. "It allowed us to relive the memories of an experience that shaped our lives in so many ways, and remember the pride we felt about being a Disneyland cast member."



GROUP OF FIRST GENERATION CAST MEMBERS WHO WORKED AT DISNEYLAND BETWEEN 1955 AND 1980.

DISNEY CAST LIFE

MEET THE NEWEST (FOUR-LEGGED) DISNEYLAND CAST MEMBERS

By Lisa Greathouse

Circle D Ranch, home of the Disneyland Resort horses, recently welcomed five newcomers to the family — and cast members have already begun training these beauties for their eventual debut on Main Street, U.S.A.

"It's been challenging during the past year to purchase new horses, because in some cases we weren't able to see them in person beforehand," Circle D Ranch Manager Erin Simon said earlier this month from the 5.5-acre ranch in Norco. "But we got really lucky; they are all really sweet and kind horses."

Let's meet the new horses:

Dublin is a 4-year-old Belgian and

Percheron cross from Ontario. "He's incredibly sweet and so intelligent," Erin said, adding that his name was inspired by his birth on St. Patrick's Day. "And he's hilarious; he thinks everyone is here just to pet him."

Champ and his half-brother, **Chip**, are 5-year-old Clydesdales who came from Montana less than a month ago. Aside from Chip's black feathers on his front leg, the two are nearly identical. "They're a little quieter, but very sweet," Erin said. "And they're really attached to each other."

The baby of the bunch, **Pumpkin**, is an 18-month-old black Percheron from Tehachapi. She's got a lot of growing up to do, but she may eventually be spotted in Disney California Adventure park!

Finally, there's **Lily**, a Belgian who came to Circle D from Ohio in March 2020, and is likely to begin visiting Disneyland park in January.

The new horses bring the current count at the ranch to 19, with the recent retirement of Mac, Finn and Bug, who all found new homes with current or former Circle D cast members. Training the new horses can take between six months and a year, so as horses retire from their roles on Main Street, U.S.A., it's important to always have new ones getting ready.

Equine trainers work on teaching the new arrivals everything from "how to be polite" to groundwork, riding, driving and pulling carts and carriages before the horses make their first visits

to the park, said Stage Manager Cindy Palacios. "They start with day trips for a couple of hours, then they do sleepovers," she said, referring to the backstage stables. "Every horse learns at a different speed; we set goals, not timelines."

Generally, four horses are brought from the ranch to the park at a time, working in pairs for two- or three-hour shifts, then getting a break while their colleagues take over.

"All the horses share a calm demeanor, intelligence and a willingness to learn," Erin said about the select horses who are chosen to work in the park. "We want horses who are thoughtful and we want them to like people. Most of all, we want them to enjoy their jobs."



CIRCLE D CAST MEMBERS POSE WITH THE FIVE NEW HORSES AT CIRCLE D RANCH IN NORCO.

DIVERSITY & INCLUSION

All-New Holiday Shop Opens on Main Street, U.S.A.

Plaza Point, an all-new holiday store opened last week at the corner of Main Street, U.S.A., and East Plaza Street. This Victorian-era space envelops guests in the warmth of the holidays as soon as they step into the wood-paneled shop decorated with garlands, nutcrackers and festive décor.

Careful observers will notice displays that reflect seasonal holidays around the world and our ongoing commitment to diversity and inclusion, cultivating a culture in which our guests and cast members feel represented and welcome.

“What really makes it special is the focus on diversity,” said Resort Enhancement Manager Dawn Keehne. “My team is doing everything it possibly can to bring these great different traditions from around the world.”

Guests can peruse a variety of holiday goods available to purchase for themselves or as gifts for family and friends including ornaments, housewares, linens and accessories. The shop is a place to stop throughout the year because other holidays like Hanukkah, Lunar New Year, Spring and Easter, and Fall and Halloween will be reflected in merchandise and store decor at appropriate times, along with Christmas-themed merchandise year-round.



DISNEY CAST LIFE

Disneyland Resort Announces Next Ambassador Team

By Hayley Silva

Disneyland Resort President Ken Potrock recently announced the next Disneyland Resort Ambassador team: **Mark Everett King Jr.** and **Nataly Guzman**. These two cast members will continue the tradition started when Walt Disney selected Julie Reihm as the first Disneyland Ambassador in 1965. Mark and Nataly will represent thousands of cast members as they bring the magic of the Disneyland Resort to the community and beyond as emissaries of goodwill.

“Heartfelt congratulations to Mark and Nataly,” said Ken. “I am thrilled to welcome our amazing new Ambassadors, who will take on the role of a lifetime rep-

resenting our cast and bringing Disney magic to our community. I look forward to spending time with Mark and Nataly as we roll out the many exciting things coming to the Disneyland Resort over the next two years.”

As Disney Ambassadors, Mark and Nataly will make magic alongside their fellow cast members, leading and participating in events, sharing cast member stories through social media and representing the resort in media interviews and community events — to name a few of the opportunities they will have during their term.

Currently, Nataly works in Guest Relations and is a VIP hostess. In 2010, she started her Disneyland Resort career

at the World of Disney store in Downtown Disney District. She has also been a facilitator for Disney University and Traditions, an orientation class for new cast members. She enjoys photography, drawing and painting and is a big fan of all things *Star Wars*.

“I’m overwhelmed and honored,” Nataly said. “Being a representative of all of the cast members — that alone is such an honor.”

Mark is currently a stage manager in Disney California Adventure park attractions. He started his Disneyland Resort career in 2013 in Food and Beverage, was a test and adjust project lead in Avengers Campus and is a facilitator for Step into the Magic, a workshop for new cast

members. He volunteers in youth mentorship programs and his hobbies include fashion, fitness and, of course, going to theme parks.

“I think that the past two years and everything that’s been going on in the world just showed me that I love our cast,” Mark said prior to the announcement. “They deserve to be highlighted and consistently advocated for and empowered.”

Mark and Nataly will serve as the Disneyland Resort team but are joining a global team, as there are Ambassadors at every Disney Park around the world. They will begin their roles on Jan. 1, 2022.

Congratulations to our new Disneyland Resort Ambassadors! Follow them on Instagram @disneylandambassador.



THE NEXT DISNEYLAND RESORT AMBASSADOR TEAM, MARK EVERETT KING JR. AND NATALY GUZMAN.



Disneyland

In-Person Job Fair

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BENEFITS VARY BASED ON ROLE AND ARE SUBJECT TO CHANGE AT ANY TIME.



All attendees are required to sign a COVID-19 liability waiver prior to arrival.

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