

RESORT REPORTER

Sunday, November 21, 2021

SPONSORED CONTENT

Disneyland.com

WHAT'S INSIDE

Feature
Disney Cast Life
Community
History & Heritage



FEATURE

LEAVING THEIR LEGACIES ON INCLUSIVE HOLIDAY EATS



Inclusion Unites Cast Members in the Kitchen at Disney Festival of Holidays

By Dani Ganley

Disney Festival of Holidays returns to Disney California Adventure park this holiday season, and with it, the tastes of cherished celebrations from around the world — along with some personal inspiration from the Disney chefs who created the menus.

“Cooking brings people together,” said Chef Luis Madrigal, whose memories of cooking family favorites carne asada, carnitas and birria at home influenced his Esquites Carnitas Mac & Cheese dish being served at the Festival Foods Marketplace. “I think, how can I do that in the kitchen where I work now? How do I bring that to Disneyland?”

During the festival, which runs through Jan. 9, guests can enjoy music, dancing, entertainment and, yes, the tastes, of the joyous celebrations of holidays like Christmas, Hanukkah, Diwali, Kwanzaa and Three Kings' Day. Chef Luis and the entire Festival Foods team have worked tirelessly to bring the flavors of these holidays to the celebration, honoring classic recipes while trying out some tasty twists. This year, the celebration extends to festival-inspired treats at select restaurants, carts and kiosks throughout the park.

Many of the holiday tastes and spirited libations have been inspired by Disney chefs' unique stories, whether from a dad's experiments deep frying turkey on Thanksgiving or a desire to help warm the hearts of those who can't be home for the holidays.

But chefs don't just draw inspiration from memories of home and their cultures, upbringings and traditions; they find it working together in the kitchen.

“That's what keeps me going every day — my brothers and sisters in the

+ STORY CONTINUED ON P.4

DESIGNED BY SCNG CUSTOM CONTENT

MEET THE CAST:



CHEF MO CARRANZA

Arepa Encantada

“I come in everyday with the same energy I had [when] I started my career back in '81. I love this company, and that's why I'm here.”

ELENA ARANDA Food and Beverage Steward Festival Beverages

“Being a part of this team has allowed me to experience all of the creative possibilities in food and beverage that the Disneyland Resort has to offer and how impactful it can be on our guests' experience.”



DISNEY CAST LIFE

HONORING OUR 'ASPIRING' GRADUATES WITH A ONE-OF-A-KIND CELEBRATION

It's been more than three years since Disney Aspire — the education program that pays 100% tuition up front for eligible hourly cast members — was introduced. That means that for the past 1,100+ days, our education investment program has been empowering employees to put their education and career dreams within reach, proving that a dream is a wish their hard work makes.

There was no better way to celebrate their accomplishments, determination and dedication to making magic for their own futures than by surprising them with the *ultimate* home delivery.

Introducing the Ultimate Disney Aspire Grad Pack — a one-of-a-kind, celebration-in-a-box exclusive to those who successfully earn a high school diploma, associate, bachelor's or master's degree through Disney Aspire.

By successfully completing a Disney Aspire program, cast members earn awesome con-GRAD-ulations ears and a specialty gold medallion. They are also invited to share their unboxing experience on social media by using the hashtags #Disney Aspire and #DreamsWithinReach.

Congratulations to all Disney Aspire graduates! To learn more about Disney Aspire, visit [Aspire.Disney.com](https://aspire.disney.com) today.



THIS MONTH, A FEW SELECT GRADS WERE SURPRISED WITH THEIR DISNEY ASPIRE GRAD PACK AT THEIR WORK LOCATION.

“To really hone in on a specific skill and be able to use that in the field practically is an amazing feeling.”

— Danny Abraham,
Main Gate Receptionist

DISNEY CAST LIFE

Making Career Dreams Come True

By Krystal Rhaburn

When longtime friends and fellow Disneyland Resort cast members Haley Hernandez and Joshua Cook traveled from Anaheim to Delaware to walk at their commencement, it marked the finish line of a journey that began in 2018 when they both enrolled in the Disney Aspire education program.

“I was not planning to go to grad school, but when I heard about this opportunity, I could not pass it up,” said Haley, who earned her MBA in Organizational Leadership from Wilmington University in 2020. “I talked to my family when I was initially doubting it, and they encouraged me to use the benefit that Disney was providing.” Currently a core working lead and trainer in Tomorrowland Attractions at Disneyland park,

Haley hopes to one day teach university business courses.

Josh, who worked in Tomorrowland with Haley, had put his higher education on hold until learning about Disney Aspire. He also earned his bachelor's degree last year from Wilmington University in Computer and Network Security, and was promoted into his dream field of data integration and analytics at the resort.

“Everything was handled seamlessly by Disney,” Josh said of Disney Aspire, which pays 100% tuition up front and reimburses fees for eligible hourly cast and employees pursuing a wide variety of programs at more than 10 in-network schools. “I didn't have to think about sending emails to different people or getting kicked out for forgetting steps. They definitely took a lot of stress out of

it because I didn't have to worry about that stuff.”

To Haley and Josh, Disney Aspire represents a chance for advancement and opportunities to better position themselves for future dreams and goals. “The primary reason I did it is because I wanted to be able to further grow and develop within the company, and I knew that higher education would open more doors,” Josh said. “Disney is providing something that you probably wouldn't have another chance at, so I would say take it.”

“After my undergrad, I was super burned out, but I began thinking about how I could continue to make myself better — not just for myself but for my team,” said Haley. “It just meant a lot in the form of, ‘Your company cares about you to give you the opportunity.’”



DISNEY CAST LIFE

Holiday Tradition Returns for a Magical Transformation

By Sasha Azoqa

Holidays are here at the Disneyland Resort, and earlier this month, cast members installed one of the most iconic symbols of the season at Disneyland park: the 60-foot-tall Christmas tree in Town Square. As holiday music played in the background during the overnight shift, cast members waited with anticipation for the first “unofficial” tree lighting of the season, celebrating with donuts and coffee.

“This is a very special tradition at Disneyland park that’s been taking place since 1955, the year our very first Christmas tree was installed,” said Disneyland Resort President Ken Potrock, who helped place the star atop the tree with help from the Resort Enhancement team, plus Disneyland Park Vice President Kris Theiler. “Thank you to the amazing talents and efforts of our cast behind the merry and magical transformation of our resort.”

It was a symbol of hope for Kyle Enos from the Resort Enhancement team, who helped oversee all safety measures during the installation. “Hundreds of cast members put this all together, and seeing the tree light up means something special!”



It was also a reminder for Roxanne Arana from Custodial of moments missed last year while the parks were closed. “Seeing the tree light up [for the first time] in over two years brings a sense of joy and wonder that was lost over the last year... Seeing everything come back to life is beautiful.”

After the tree lighting, Ken also placed a menorah in the window of Disney Clothiers, Ltd. in celebration of Hanukkah. Erin Doyle from Resort Enhance-

ment said the display reflects the resort’s efforts around inclusion and representing more of the holidays our guests and cast celebrate. In addition to the menorah, the window display includes other Hanukkah traditions, like latkes and sufganiyot (jelly donuts) that are typically served during the eight-day celebration. “This makes my job [feel] so important and meaningful when other people feel special,” said Erin.

The festive atmosphere reminded Bill

Eagleman from Security of a poignant moment while working this time last year. “I was here when no one else was here during Christmas, when the only tree we had was in Walt’s apartment. So, to see this go in today, to see it all week long, the culmination of everybody’s work to light that tree up is super special to me... You can’t put it all into words what you’re feeling inside, but the smiles on everybody’s faces and enjoyment they’re feeling right now speaks volumes.”

DISNEY CAST LIFE

CELEBRATING THE RETURN OF HOLIDAY MAGIC WITH A CAST PREVIEW OF ‘A CHRISTMAS FANTASY’ PARADE

By Matt Nixon

Spiced cake, snow and Santa were the perfect ingredients for a magical evening when cast members gathered to be among the first to see the return of a Disneyland park holiday favorite, “A Christmas Fantasy” Parade — the first daytime parade to return since the parks reopened.

Mickey Mouse and Minnie Mouse were dressed for the festivities as they joined with special friends, including Buzz Lightyear, Tiana, Santa’s elves and reindeer, to bring holiday cheer to approximately 1,000 cast members. Before the parade, cast enjoyed treats, took photos in front of the Christmas tree in Town Square and shopped for holiday merchandise. To top it all off, the night ended with a blissful snowfall on Main Street, U.S.A., and the breathtaking view of a sparkling Sleeping Beauty’s Winter Castle.

Main Gate Receptionist Gloria Garcia shared the special night with her granddaughter, Elizabeth Alcalá of Disney California Adventure park food and beverage. “I’ve always been one to watch the parade, and I love Christmas,” said

Elizabeth. “It’s so fun hearing the music and everyone cheer.” Gloria agreed, “It’s fantastic being able to get together and share Christmas again with everyone.”

In support of the Disney Ultimate Toy Drive benefiting Toys for Tots, U.S. Marines and Disney VolunTEARs collected toys to spread the gift of happiness to children during the holidays.

“Christmastime here brings everyone much closer together, like the family we are,” said merchandise host Edward Catalan.

The special cast preview is the unofficial launch of the holiday season for cast members as they prepare to welcome guests to Holidays at the Disneyland Resort beginning Friday, Nov. 12 through Jan. 9, 2022. From “Believe...In Holiday Magic” Fireworks to Disney Festival of Holidays, there’s something for everyone at the Happiest Place on Earth this holiday season.

“I’m most excited for guests to see all the cast members dancing again, to smile and interact with them,” said Logan Grayson of guest relations. “That’s what everyone wants, to have that human interaction — to feel the magic and dance along!”



MERCHANDISE HOST EDWARD CATALAN WITH CAST MEMBERS LETTY MARTINEZ AND JANINE CARRILLO.



+ CHEF STORY CONTINUED FROM P.4

kitchen,” said food prep cast member Andrew Zibble. “I mean the cooking’s great, but it’s more the family part of the kitchen aspect that I love about it and keeps me going.”

The introduction of the Inclusion Key — the most recent addition to the five keys used by cast members to guide the guest service they provide — has also solidified the chefs’ passions for bringing their backgrounds and heritage to the kitchen.

“Honestly, when they announced the Inclusion Key, I was like, you know what? We already do this,” said Chef Nick Carter. “We’re putting a name to something that’s already a part of the culture of our kitchen. We have a very diverse group; there’s a hundred of us that work in there sometimes. When we’re collectively making food, we decide together; it’s not just one person.”



COMMUNITY

Changing Lives is in her DNA

By Dani Decena

Cast Member. Volunteer. Leader. Life-Rescuer. These words easily describe Kim Sims, Senior Security Manager at the Disneyland Resort, whose 35 years of experience as a cast member have become a part of her “DNA.” The same can be said about her VoluntEAR work at *Chrysalis**, a nonprofit organization dedicated to helping vulnerable individuals, known as clients, on their pathway to stability, security, and fulfillment in their work and lives.

Kim’s involvement with *Chrysalis* came about unexpectedly, but nonetheless purposeful. A few months after the Southern California-based organization first opened its doors in Anaheim in 2018, members of the Disney VoluntEAR Leadership Council were asked to attend a Disneyland Job Fair and offer suggestions that would help prep their clients for interviews and potential job opportunities at the Disneyland Resort.

“I naively went over thinking I’m just going to go and I’m going to use some of my experience and I’m going to relay that information, and the next thing I knew, I was volunteering there,” Kim said. “I think things happen for reasons, and I really think that *Chrysalis* entered [my life] just at the right time.”

Kim has experienced her own chrysalis-like transformation during her career, navigating different roles to become the leader she is today. When her mother first encouraged her to get a summer job at Disneyland to help pay for college, Kim unsuccessfully auditioned to be a parade performer. However, that did not stop her from moving forward. She was then recast into Outdoor Vending, where she sold balloons to guests on Main Street, U.S.A. It was during this formative year when Kim absolutely “fell in love with the place.” Kim remarks that her volunteerism has made her a stronger leader for the Disneyland Resort “You know I can help my cast members better because *Chrysalis* gave me additional

skills.” Her passion for going above and beyond in her role, beginning that pivotal summer, is exactly the type of energy that Kim imparts to her clients.

Through her volunteerism, Kim motivates clients who are taking courageous steps to restart their careers and their lives. Going into an interview is already a daunting task for many, but Kim helps those who face the additional challenge of battling against societal stigmas and barriers as they strive to find jobs after a gap in employment — whether due to incarceration, homelessness, or other traumatic circumstances in their lives. Kim coaches them through mock interviews, helps them write their resumes, and as an advisor, provides a detailed list of strengths and areas of improvement.

Kim believes that her involvement with *Chrysalis* is clearly for a reason. Especially for two clients in particular, she was the right person at the right time to help. One, a former race car driver, was struggling to put together his resume; fortunately, Kim’s brothers are also race car drivers, giving her that common knowledge to help him articulate his skills! In another instance, Kim empathized with a client who, like herself, had recently lost their mother. To Kim, these meetings are not mere coincidence: “I think it’s fate that puts people in the same room at the same time that you can relate to,” she said. Connecting with clients on a more personal and emotional level as Kim does, is what empowers them to “Go out and be great!”

Chrysalis holds a special place in Kim’s heart because — just as the name suggests — she witnesses the individual’s metamorphosis from a state of uncertainty to when they confidently achieve their goal. In fact, Kim would love to continue volunteering there after she retires! But what is most rewarding is when a client lands the job, where, before the pandemic, *Chrysalis* celebrated with a bell-ringing ceremony. Now volunteering remotely, Kim still keeps that celebratory bell-ringing spirit alive.



“My clients are getting jobs ... and I get really excited when they do contact me and tell me that because then you think, ‘Wow you really did help somebody!’ and you can see the work you’ve done.”

**Chrysalis* was established in Los Angeles in 1984 and has since been committed to “Changing Lives through Jobs.” Built on the values of respect, equity

& inclusion, and integrity, *Chrysalis’* mission is to serve people navigating barriers to the workforce by offering a job-readiness program, individualized supportive services, and paid transitional employment. Through generous donations — including \$1 million dollars from Disneyland Resort — the Anaheim center was opened in 2018 and has since served 2000 vulnerable individuals.

COMMUNITY

’TIS THE SEASON FOR GIVING BACK

Brightly wrapped packages, gleeful faces and generous, happy hearts — these are a few of our favorite things, and this holiday season, Disney is giving back with the Disney Ultimate Toy Drive supporting the Marines’ Toys for Tots program.

Disney’s tradition of supporting the U.S. Marine Corps Reserves’ Toys for Tots program dates back to Walt Disney, who supervised the creation of the Toys for Tots logo. Disney also was a founding sponsor of the program when it began in 1947. Today, the Disneyland Resort is proud to continue supporting this tradition.

Now through December 14, 2021, guests can give back to children in need by donating a toy online at Disney.com/ToyDrive, or by donating a new, unwrapped toy in person at the Downtown Disney District — donation bins are located near World of Disney and Star Wars Trading Post.



DID YOU KNOW DISNEY HAS A LONG HISTORY WITH TOYS FOR TOTS? WALT AND HIS TEAM OF ANIMATORS DESIGNED THE FAMILIAR RED TOYS FOR TOTS TRAIN LOGO IN 1947 WHICH IS STILL IN USE TODAY!

DISNEY CAST LIFE

Cast Member Shares Veteran Grandfather's Connection to Disneyland Heritage

By Dani Ganley

Cast member Jennifer Kingsbury's connection to Disneyland park goes back much further than her 15 years with the Walt Disney Travel Company. When her grandfather, U.S. Army Air Corps pilot, 1st Lt. Robert "Bud" Kingsbury, returned from World War II a hero after a harrowing rescue, he worked as a pipe fitter during the construction of Disneyland park in the 1950s.

"Walt Disney let all of these people who helped build Disneyland in on July 16 for a 'test run,'" Jennifer shares of stories she's heard about the day before the park's official July 17, 1955, grand opening. "My grandpa, my grandma, my dad at age 7 and my aunt, they got to go into the park and went on the boat with Walt and Fess Parker and do all these amazing things. ... So, for me, that's our Disney anniversary — July 16."

Today, her late "Grandpa Bud" serves as an inspiration to Jennifer in her work as a reservation agent and a member of the resort's Business Employee Resource Groups: Women's Inclusion Network and SALUTE, in which she helps advocate for veterans and active-duty members of the U.S. armed services. Jennifer also pays tribute to her grandfather's remarkable military legacy through an Orange County nonprofit called Bud's Odyssey Foundation, which helps veterans and



first responders with PTSD.

During the war, Bud's B-17 bomber was shot down over the Mediterranean Sea in 1943. After swimming for 30 hours, he reached the shore, nearly unconscious, and was rescued by three Italian girls. Some time later, he was captured and spent 22 months in a German prisoner of war camp. His story was told in the 2018 documentary, "Bud's Odyssey," by Mark Kirkland, a director on "The Simpsons."

"If I'm ever having a bad day, I think about Grandpa Bud in the ocean with sharks chasing after him and I go, 'OK, I can do this,' because I realize that the

true courage of conviction he had," Jennifer said. "He kept swimming because my grandma and his daughter were waiting at home for him. He knew he had to live."

As Veterans Day was celebrated this month, Jennifer said she's proud of the role Disney has played in the lives of many veterans both during and after their service.

"There are so many military members who return from their service, and they have their own battle wounds, whether they're internal or external, and I know Disney has given them such a good home," Jennifer said. "They're so good at

what they do, and putting that into being a cast member is so powerful, so I just love being part of a company that gives that to our service people."

In her own role helping guests make vacation plans, Jennifer also taps into her family connection to the park's heritage.

"I get a lot of people from the East Coast who want to go to Disneyland, so for me, it's always like, 'You've got to go on the Walk in Walt's Footsteps Tour and really see where the magic began,'" Jennifer said. "This is where Walt walked, and I can't help but think, 'This is where my grandpa walked.' I mean, this is where my Disney story started."



BUD KINGSBURY HOLDS PHOTO OF HIMSELF AS A YOUNG SOLDIER IN THE ARMY AIR CORPS. PHOTOGRAPHER: MARK KIRKLAND

HISTORY & HERITAGE

Cast Members Come Together for Emotional Return of Veterans Day Tradition

By Dani Ganley

As is tradition, Veterans Day was marked with a special Flag Retreat Ceremony for veteran and active-duty cast members and guests in Town Square at Disneyland park. Returning this year, however, was especially emotional for many.

"It's a privilege to continue this opening day tradition of recognizing our cast and guests who bravely served their nation," said U.S. Navy veteran Nick Filippone, senior production manager for the main entrance at Disneyland Resort. Last November, while on vacation, Nick had the opportunity to represent Disneyland Resort at the Flag Retreat Ceremony at Walt Disney World Resort while Disneyland park was closed.

Still, even during the parks' 13-month closure, the security team took post, raising and lowering the American flag daily on Main Street, U.S.A.

"It's great to be around fellow cast members who are also veterans," said Ariel Elias, a Marine Corps veteran and sourcing specialist at the Disneyland Resort, who was participating in the Flag Retreat Ceremony for the first time. "It's just a great opportunity to have a little bit of that camaraderie that you left when you left the military; now you have it here at Disney."

Alongside guests who attended the event, veterans and members of Disney SALUTE, a Business Employee Resource Group for those with strong ties to the



U.S. armed forces, came together to salute the flag and honor those who've served in the military throughout our country's history.

This year, a cast-favorite Veterans Day tradition continued of producing an annual character sketch depicting different beloved Disney characters sharing

thanks. This year's print features Minnie Mouse in attire reminiscent of the women's corps uniforms of the 1940s.

Supporting our veteran and active-duty members of the U.S. armed services is a tradition that goes back to company founders Walt Disney and Roy Disney, brothers who supported the nation dur-

ing World War I (Roy in the U.S. Navy and Walt in the American Red Cross), and continues to be at the forefront of our efforts today. Heroes Work Here is a companywide initiative to hire, train and support returning veterans, reflecting the long history and appreciation Disney has for the U.S. armed forces.

HISTORY & HERITAGE

A Special Salute to our Veteran Cast Members

By Krystal Rhaburn

Minnie Mouse takes center stage in honor of cast members who have served in the U.S. armed forces, part of a tradition that started at the Disneyland Resort of creating unique character artwork each Veterans Day.

"A lot of the initial character art was inspired by when Disney was involved in making shorts while the country was at war," said Anthony Castro, an Entertainment Art specialist at the Disneyland

Resort, who created the sketches from 2004–2013 and 2015–2019.

While the sketches are themed to reflect periods of war and the armed forces during the 20th century, a few give specific nods to icons such as Uncle Sam (Mickey Mouse in 2004), Rosie the Riveter (Minnie Mouse in 2005) and USO members (Minnie Mouse and Daffy Duck in 2011). Originally, the project focused on the "Fab Five" Disney characters, later expanding to include beloved characters Chip and Dale, Daisy Duck, Huey, Dewey

and Louie, and a Green Army Man. The physical versions of the sketches are printed on parchment paper for a vintage look and distributed as flyers. "I tried to make them with a consistent look and feel, so that if someone did collect all of them, they would look good together in a cohesive, collateral series," Anthony said.

Starting in 2020, Disneyland Resort Entertainment Art Specialist David Mitchell took over the project. David's expertise as a Disney Design Group character artist for 13 years positioned him perfectly to continue the tradition – an opportunity he was very excited for.

"I actually did not serve, but I have always had much respect for anyone

who has," David said. "When given the opportunity to step into this project as a way of thanking those in armed services, I wanted to be a part of it and the history and legacy that comes along with it."

This year's sketch of Minnie Mouse was heavily inspired by the increased importance of diversity and inclusion across the company, David said.

"I feel like we've really been working to represent all types of people with our diversity efforts," he said. "The most recent female examples within our current collection were in more of a supporting role as USO members, but I wanted to put a female in a strong lead role with this year's sketch."





Disneyland

APPLY TODAY

Be part of the magic! Whether creating unforgettable dishes in Culinary or maintaining the magic in a Facilities Services role, you could be part of a team that brings one-of-a-kind experiences to life for guests of all ages. We are magic makers, dreamers, and doers. And we are ready for **YOU** to join our team at The Happiest Place on Earth!

Part-time Parks opportunities with a \$1,000 Hiring Bonus

- Food Prep
- Steward/Dishwasher
- Busser
- Custodial
- Club 33 Bushelp

Full-time opportunities with a \$1,500 Hiring Bonus

- Line/Dinner Cook
- Specialty Cook
- Pastry Chef/Head Baker
- Spa Roles
- Hourly Chef
- Banquets
- Pantry

Additional roles available at [Disneyland.jobs](https://disneyland.jobs)



WEEKLY
PAY



TUITION
ASSISTANCE



CHILD CARE
SUPPORT



HEALTHCARE
COVERAGE

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

APPLY TODAY
[Disneyland.jobs](https://disneyland.jobs)