

# Disney's Approach to Quality Service

## Featuring Disney Institute

October 20 | Baton Rouge, LA



**Program Details:** Disney Institute empowers business professionals and teams around the world to ignite excellence through immersive learning experiences drawing on expertise from leaders across The Walt Disney Company. Through our hands-on Professional Development offerings in Disney's world-renowned environments, Disney Institute equips leaders with the tools they need to drive change, enhance performance, and achieve measurable success.

### Program Content Includes:

- What Exactly Does Disney Do Differently?
- Disney's Approach to Quality Service Thesis
- Differentiating Service
- Designing Exceptional Service
- Delivering Exceptional Service
- Service Recovery

**Registration:** Your educational investment is \$1,500 per attendee. For the purposes of those applying for a grant, the food & beverage is estimated at \$75 and can not be deducted from the cost of the program.\*

**Certificates:** Participation certificates will be issued upon request for credit unions that need documentation for continuing education or grant reimbursement.