



Emily Henn

Quick Service Food & Beverage



WALT DISNEY WORLD COMPANY

PRIMARY RESPONSIBILITIES

Working in a fast-paced environments at a counter service location. My main responsibilities were taking orders, cash handling, fulfilling orders and general cleaning. Also, interacting with guests and answering any questions they have.

Project: Employee job satisfaction at Walt Disney's Blizzard Beach Water Park

KEY FINDINGS:

- 👑 100% of employees at the Lottawatta lodge enjoy working together
- 👑 Employee retention is important for companies
- 👑 Having properly trained employees makes work more efficient and safe

Three things I learned

1. Treat others the way you want to be treated
2. Teamwork and communication is everything
3. Always remember to smile

ADHM 496 Hospitality Field Experience/Summer 2018

