



Chandler J. Fahrner

Duty Manager- Disney's Grand Floridian Resort & Spa

Inspiration

In 1999, I visited Walt Disney World Resort® for the first time as a Guest. I like to say the next time I returned to the resort, I was a Cast Member. This is true and I returned because of Buzz Lightyear! He waved and looked right at me in the ever famous 3 o'clock parade at Magic Kingdom back in 1999. I remember **feeling** the magic of that moment. I told my father, "One day I will work here." That promise came true in 2011. I continue to spend each day re-creating that magical moment I felt for Disney Guests in the hopes that they will appreciate and connect with our Cast Members and brand in ways that only Disney can achieve.



Years with The Walt Disney Company

Total years worked: 6 years (currently on 7th year)

- Hired in 2011 as College Program intern & worked for 1 year
- Returned to college 2012-2013
- Resumed employment with Disney 2013-Present

Fond Memory

As a Disney College Program Cast Member in Tomorrowland Merchandise, I met a father in Space Mountain Shop waiting for his son to finish riding Space Mountain. The father was comfortably seated in his personal Electronic Convenience Vehicle (ECV). As I spoke with him, it became apparent that he could not ride most of our attractions due to his own personal heart condition. This condition had effectively removed his chances of enjoying the thrilling and joyous moments that can come from riding Disney's unique attractions.

As time passed and I began developing a relationship with this man, I could feel sadness coming from the routine of waiting at the exit of the attractions. When his son exited the ride, I escorted mom, dad, and the son to our Space Mountain arcade (it existed in 2011 but has since retired). I showed them a ride simulator machine that was mild in nature. They were thrilled at the idea of riding it together for the first time... I set the machine to "free play." While on "free play," I witnessed father and son smile with joy time and time again as they experienced every roller coaster simulation. Mom and I were in tears as we marveled at this magical moment. This is one of my fond memories of low cost, high impact service to Guests inspired by my own experiences in Disney Parks as a child.