Chelsea Maclan

December 12, 2017

Evaluation of Learning Objectives

**Objective One: To learn how to communicate with others who do not speak the same language as I do; and although I may not fully learn how to speak or understand the language, I still will know enough to be able to provide basic communication to these guests.**

I find this to be an important goal of my internship, because throughout my first couple weeks of working at my location, I’ve encountered a number of people who I couldn’t communicate with due to a language barrier. Majority of the time, the language barrier was Spanish. I’m making this a goal because I feel like since I’ve taken 3 years of Spanish classes in high school, along with 3 semesters in college, that I should have at least learned enough to be able to communicate with them to help them find things that they are looking for, or to describe certain items (I work in food and beverage). I plan on achieving this goal of mine by actually applying parts of the language that I remember/have learned to conversations with the fluent Spanish speakers, this includes my coworkers as well.

**Analysis of completion:** At the beginning of this semester, I made the goal to be able to effectively communicate with guests who didn’t share the same first language as I did. At the end of this semester, I am proud to say that I was successful in accomplishing this objective. I already knew that in order to do this that I wasn’t required to learn another language, although it would make things a tad bit easier (but also very difficult)… instead, I’ve managed to be able to communicate with these guests in a way where we can come to an understanding of one another with the use of hand gestures, patience, and light knowledge of words from one another’s first language. My progression towards this objective complements the mission of Walt Disney World at large because by being able to do so, I am providing exceptional customer service. I am patient with these guests, and I am willing to learn more to be able to be able to carry on full conversations with them. There have been times where I was being spoken to in another language (Spanish) completely, and thanks to my previous knowledge of the language from past classes and my coworkers teaching me a few words and terms, I was able to understand what they were saying to me and put their order in. From these interactions I have received a very grateful amount of “thank you’s” from guests and felt a sense of accomplishment from myself for being able to get through the conversation without a person to translate. Not to say that I try my hardest to avoid getting someone to translate, because I will find someone if necessary, but I try my hand at getting the job done myself rather than to have someone’s help.

**Objective Two: To learn more information about the Walt Disney Company; Focusing mainly on the things that a normal park guest wouldn’t really know and/or notice, and examine, as well as be able to carry out myself, how Disney provides exceptional customer service as being one of the world’s top producers and providers of entertainment and information.**

Being able to work for the Walt Disney Company is already big on its own, but knowing that you are able to go behind the scenes, learn information that isn’t immediately available to the public, see how Disney expects/teaches their employees to interact with guests by maintaining their “role”, going beyond the theme parks, and to see as well as be able to participate in programs/events that the Disney company does to help/teach/promote a certain topic, and so on is very impressive and very enjoyable to be a part of. After all, one of the main goals of an internship is to leave the internship with something new you’ve learned. Every day that I am here, I am learning something new. I want to be able to come back with an even more expanded mindset, and that on its own will help me in my future career endeavors.

**Analysis of Completion:** For this learning objective, I wouldn’t necessarily say that I have met this objective due to a number of things: my work location/role, how often I work, and me not being able to take the classes that Disney offers to its college program interns. I’ve found myself learning a few things here and there, like with how much more eco-friendly Disney’s Animal Kingdom is compared to all of the parks. Working in Animal Kingdom and in a food and beverage location has showed me that the food waste is highly important because the company utilizes that food waste to fuel their resort buses, and another thing that I’ve never noticed as a regular park guest but learned as a Disney Cast Member is that Animal Kingdom does not have any lids at all for any of their drinks (except for creature comforts which is a Starbucks, so it’s a third party company), and they also only use paper straws. This is so that when the trash is disposed of improperly, that it is able to deteriorate into the Earth more easily than if it were a non-renewable product, along with protecting the animals from accidentally consuming it. Paper products wouldn’t affect them like how plastic ones would. I learn other things here and there, especially when we are lucky enough to receive backstage tours for certain attractions, but the things we learn aren’t really all that superb. My progress towards this objective complements the mission of Walt Disney World because as a Cast Member, you expect and are expected to know cool and different things that regular guests don’t know at all… this is the advantage. I have received plenty of feedback from guests when they are looking for a lid, or are asking why we only have paper straws, and I inform them of what these are for. They usually are just silent or respond in amazement with how useful that is.

**Objective Three: To accomplish how to effectively manage my time, as being a part-time Disney cast member and a full-time college student.**

By the end of my internship program, I’d like to be able to say that I accomplished managing my time effectively in a way where I was able to balance working 30 hours a week (and sometimes more), staying on top of my school work by completing every assignment I’m given on time, and being able to have free time to myself where I can do all the things that I want to do in the short four months of living in Orlando, Florida. I’ve been living here working on this for about a good month and a half now, and it’s proved to be pretty tedious… but I’m certain that I can do it.

**Analysis of Completion:** I did meet this objective, but not in an outstanding way. There have been times where I have found myself missing an assignment due to me forgetting it, and submitting things in late. However, I still did manage to do the majority of my work and submit these in in time, especially by balancing work, school, and play. I learned how to do this by putting myself on a set schedule, and sacrificing some of my days off to do schoolwork. My progress toward this objective complements the mission of Walt Disney World because it shows that I am efficient in my work ethic and am still a reliable employee because the other halves of my life don’t interfere with the business. The feedback that I have received from fellow coworkers/friends is that they give me props for balancing school, work, and play, because they don’t think that they are able to do that on their own.

**Objective Four: To build a network of contacts.**

Obviously any and everywhere you go, you will meet a wide variety of people. It’s inevitable to do so unless you coop yourself up in the house all day. In my opinion it’s good to have a never ending growing network, and by moving 12 hours away from home, I am able to expand that network with an even broader and diverse amount of people to have the pleasure of meeting and getting to know, and hopefully becoming good friends and/or acquaintances to help me sometime in the future. Being in this college program has already introduced me to making friends who are not only from different states, but also different countries.

**Analysis of Completion:** I’d like to believe that I have met this objective, because I have met a number of people from all around the world as well as reached a point with people in higher positions than me that could help endorse me in my future career endeavors, or help to point me in the “right” direction. My progress toward this objective complements the mission of Walt Disney World because as it being a multi-million dollar enterprise, you get people from all over the world to meet and network with. What’s a business without being able to move up in the company? Although I haven’t decided if I want to move up on further with Disney, it’s still something that I am able to consider, especially with the people I have networked with so far. The feedback that I have received from certain coworkers, would be of them telling me about all the different opportunities that there are to explore within this company, and from people in higher positions, they have told me about their story to how they got to where they are. This feedback is especially helpful for me, to inspire me, and help me select my path.