



Lenn Millbower Introduction Script

Have you ever wondered how Disney creates its magic?

It's not magic. It's method.

Our speaker has seen that method up close.

He ran attractions at Epcot.

He opened Disney's Animal Kingdom.

He wrote Customer Service for the Disney Institute.

He even designed the training for how to be Snow White.

Since leaving Disney, he speaks and consults on service, leadership and training issues.

Clients have included health care, grocers, utilities and the US Government.

More recently, he got the unusual treat of visiting Santa and Mrs. Claus at the North Pole. Today he'll share what he learned during that visit.

Please help me welcome Lenn Mill-bow-er.