

WISHES FULFILLED

by TYLER MCNULTY



CAST MEMBERS CREATE LASTING MEMORIES FOR GUESTS EACH AND EVERY DAY.

Sibil Krivulka and Alli Bluhm, Guest Experience Managers at Disney's All-Star Music Resort, consider this an essential part of their job. Last December, a Guest approached Alli asking for a simple gift – she wanted an autographed photo of a Disney character for her daughter, who had not made the trip to Disney with her. But Alli went above and beyond the Guest's request, delivering instead a book filled with autographed pictures of Disney characters. "I thought I was just doing my job – helping Guests make those memories. It was something so simple, and I didn't realize how impactful it was until I read the letter she wrote us," Alli said.

Sibil said that although the team has done photo cards before, the kids love to receive an actual book with photos and autographs. "To them, Ariel or Belle took this photo for them and specially signed the page. It's little things like that they'll never forget," Sibil said.



Going above and beyond for their Guests is nothing new for Alli and Sibil. In 2018, a Guest shared with Sibil that her child loved all of the Cast Members at Disney's All-Star Music Resort. Sibil asked Cast Members to sign a poster which she framed and sent to the Guests' room. "The mom came to me the next day saying her son was ecstatic, and how it was the best thing he'd ever received because the Cast Members had signed it for him."

As Resort Guest Experience managers, Sibil and Alli know that even the smallest of gestures can have a big impact. "Seeing the Guests' reactions to the things we do to make their vacation better is why we come to work every day," Alli said.

Sibil echoed Alli's thought, adding: "It doesn't always take a lot... it just takes a little creativity."

“
*It doesn't always
take a lot ... it
just takes a little
creativity.*

– Sibil Krivulka