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LINDENWOOD EMPLOYEES LEARN FROM DISNEY IN CUSTOMER SERVICE INITIATIVE

July 27, 2018



Four Lindenwood University representatives traveled to Orlando, Fla., July 16-19 to take part in the Disney Institute-Quality Service program. Brittany Brown (Human Resources), Molly Hudgins (Academic and Student Affairs), Toni Josato (Academic

Technology Services), and Dr. Renee Porter (Campus Provost, Belleville) completed the program in an effort to develop a hospitality and service program for Lindenwood based upon the Disney approach. Lindenwood will offer the program to employees through the Lindenwood Learning Academy, its internal employee development program.



According to the Disney Institute website, the program teaches techniques and insights on delivering exceptional customer service and provides a new perspective on how institutions deliver service and help it to raise standards.

Lindenwood participated in the Disney Institute program as part of the university's strategic plan initiative as outlined in Theme Four, which focuses attention and resources on delivering high-quality experiences to students and employees. One of the initiatives of this theme focuses specifically on excellence in service delivery throughout the university.

“The Disney model is incredible,” said Brown, co-director of the Lindenwood Learning Academy. “It has been the basis for service models for all types of industries around the world. It provides us with a strong foundation that will be adapted to higher education and that will be specific to Lindenwood. It gives us a launching point

to explore what it means to deliver high-quality experiences with our students, our employees, and others with whom we interact on a daily basis.”

The Lindenwood Learning Academy program will launch in the fall.