Walt Disney World News

Super Greeters Welcome International Guests

LAKE BUENA VISTA, Fla., Aug. 8, 2013 – This year, the Super Greeter program at Walt Disney World Resort has continued to help international guests experience the magic of a Disney vacation in their own language. As the international tour group season winds down, Central Florida and Walt Disney World Resort have once again seen strong visitation from Latin America, especially guests from Brazil.

At Walt Disney World, a big part of the success with international tour groups from Latin America may be attributed to the 99 “Super Greeters” stationed throughout the theme parks and resort hotels.

As cultural representatives, these Cast Members speak fluent Portuguese and Spanish, helping international tour groups better navigate Walt Disney World Resort, delivering an amazing guest experience and ensuring guests from Latin America and around the world have a magical time during their Disney vacation.

Super Greeters are all alumni of the Walt Disney World Resort International College Program. Many of them are from Brazil and all of them make Latin American guests feel welcome, giving them a little touch of home during their visit.

“At Walt Disney World Resort, we are attentive to the diverse needs of our guests,” said Steve Schreiber, GM of Disney’s All-Star Resorts, where many Latin American tour groups stay when they visit. “Our plan for making guests from Brazilian guests feel welcome is another example of how we search the globe for Cast Members to help deliver an amazing guest experience.”

The influx of Latin American visitors also has a positive economic impact for Central Florida since many groups stay in nearby hotels, eat in area restaurants and shop at local stores.

Cast Members serving as Super Greeters assist international tour groups and share facts about their culture with guests at all Walt Disney World Resort theme parks, water parks, Downtown Disney, and several resort hotels. In the past four years, t he program has nearly tripled in size to 99 “Super Greeters” today.