

Would You Like Magic with That?: Working at Walt Disney World Guest Relations

Annie Salisbury

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Guests Gone Wild

What's ground zero at Walt Disney World? Guest Relations. It's where visitors go to cajole, connive, and most of all, complain. Guests cry. They lie. Some even collapse to the floor. For these unhappy campers, Annie Salisbury was the power behind the pixie dust. Her tell-all will shock and amaze.

From her unhappy start as a DisneyQuest cast member, Annie worked her way through the theme parks to Guest Relations, and then Magic Kingdom tour guide. Along the way she made friends, she made enemies; she delighted some guests, disappointed others; she discovered the vast gulf behind the public face of Disney and the backstage cauldron of politics, jealousy, and betrayal.

Annie's witty, incisive memoir is a fascinating tale of day-to-day interaction with the people behind the pixie dust, and the pushy public who want some of it, no matter what:

- Share the pain of Annie's disastrous stints at DisneyQuest and the Great Movie Ride
- Learn the ins and outs of Walt Disney World Guest Relations
- Stand behind the counter at City Hall in Magic Kingdom and meet some of the craziest guests ever to set foot in the park
- Tag along with one of Annie's Magic Kingdom tour groups
- Meet a rogue's gallery of cast members who come to work each day to create magic ... for themselves

WALT DISNEY WORLD GUEST RELATIONS: WHERE PIXIE DUST TURNS TO ACID RAIN



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