

# OM FRONTIER WORKSHOP SERIES



## Lifting the Curtain on the Disney Magic

14 Nov 2015 (Sat) / 15:00-16:30 / LT- 2

Language: English

### Mr. Johnny Chan

Director, Attractions & Guest Services, Parks & Resorts  
Hong Kong Disneyland

#### *Biography*

Mr. Johnny Chan, the Director of Attractions & Guest Services at Hong Kong Disneyland (HKDL) oversees the theme park's operations with the ultimate mission to build and maintain a world-class team serving guests of all ages and origins every day. Specifically, he is responsible for managing Attractions Operations, Guest Relations, Tour Services, Main Entrance Operations (Ticketing, Turnstiles, and Resort Transportation Operations), as well as the overall cleanliness standard of the theme park through Custodial Services. Johnny firmly believes in the "Happy Me, Happy Guests" service philosophy which he advocates to the Cast, and personally exemplifies the principles to his teams.

Prior to joining HKDL in 2004, Johnny was the Manager of Operations Planning for the MTR Corporation Ltd., Hong Kong where he had been working since 1995 in various posts including Traffic Controller, Group Station Manager, and Operations Planning Manager.

Johnny graduated with a BBA from the University of East Asia, Macau and holds a Master Degree from the University of Wollongong, Australia.

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