

VALENCIA

Valencia Enterprises
2411 Sand Lake Rd.
Orlando, FL 32809

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MARK YOUR
CALENDAR FOR
APRIL 30, 2009

Valencia is proud to be a selected sponsor of the Disney Keys to Excellence and wishes to thank its marketing partners



A WINNING BUSINESS CULTURE IS NOT MAGIC
– it just looks like it.

STRATEGIES FOR SUCCESS!

TAKE AN INSIDE LOOK AT THE "BUSINESS BEHIND THE MAGIC" FROM THE WORLD-RENOWNED DISNEY INSTITUTE. THEIR PROFESSIONAL FACILITATORS WILL SHARE THE SUCCESSFUL BUSINESS PRACTICES THAT HAVE MADE THE DISNEY NAME SYNONYMOUS WITH LEADERSHIP STRATEGIES, SERVICE EXCELLENCE, AND CUSTOMER LOYALTY THROUGHOUT THE WORLD.



VALENCIA
APRIL 30, 2009
8:00AM - 4:30PM

VALENCIA COMMUNITY COLLEGE
SIGNATURE BUILDING (BLDG 8)
1800 S. KIRKMAN RD.
ORLANDO, FL 32811

VALENCIAENTERPRISES.ORG/KEYS

DISNEY KEYS TO EXCELLENCE

This unique one-day event will challenge you to look at your business – whether it is mid-size or large – in an entirely new light. Showcasing the powerful strategies and business models that are the cornerstones of Disney’s long-term success, you will learn how to apply Disney’s innovative approach to your own organization for immediate results. Take advantage of this incredible opportunity and enroll today.

WHAT YOU WILL LEARN

Leadership, Disney Style [8 am] – Discover how effective leadership has been the catalyst to drive employee or customer satisfaction and bottom-line results from the company's inception to today.

- Learn to communicate your vision
- Guide your employees to a single purpose

Management, Disney Style [10 am] – Understand the importance of integrating your corporate culture into selection, training and care.

- See how to hire for right fit
- Manage expectations of new hires

Service, Disney Style [1 pm] – Explore world-renowned Disney principles for service excellence.

- Understand why service standards are critical
- Take away a matrix for service excellence

Loyalty, Disney Style [3 pm] – Learn key practices and principles in building and sustaining loyalty that have made Disney a trusted and revered brand throughout the world.

- Explore how to decrease your turnover and increase your customer loyalty

ABOUT DISNEY INSTITUTE

Having trained tens of thousands of leaders from more than 35 countries and over 40 industries, *Disney Institute* is a leader of professional development programs in the areas of leadership, loyalty, management, service and creativity.

Utilizing the successful management principles and business philosophies of Disney Destinations Worldwide, *Disney Institute* provides a unique and compelling behind-the-scenes opportunity to “**Experience the Business Behind the Magic.**”



WHO SHOULD ATTEND

The “Disney Keys to Excellence” program is ideal for any size business - from leaders in Fortune 500 companies and mid-sized organizations to start-ups.

Whether you are the newest member of an organization or a seasoned executive, you will find enormous value in this one-of-a-kind program.

MAIL OR FAX THIS FORM TO: 407-582-6610
VALENCIAENTERPRISES.ORG/KEYS

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2411 Sand Lake Rd.
Orlando, FL 32809

For more information about *Disney Institute* in Orlando, FL, please call:
Valencia
407-582-6688
ve_info@valenciacc.edu

CONTACT INFORMATION

Full Name _____
Title _____
Address Line 1 _____
Address Line 2 _____
City _____ State _____ Zip _____
Phone _____ Fax _____
E-Mail _____

PAYMENT METHOD

Paying with a check?

Check enclosed (*make check payable to Valencia Enterprises*)

Paying with a credit card?

Visa MasterCard American Express Discover

Credit Card Number _____

Exp. Date _____

BILLING INFORMATION

Full Name (as it appears on credit card) _____

Address Line 1 _____

Address Line 2 _____

City _____ State _____ Zip _____

PROGRAM	FULL DAY FEES	TOTAL COST
<input type="checkbox"/> The Disney Keys to Excellence	<input type="checkbox"/> \$399 per person (lunch included)	# Sessions _____
	<input type="checkbox"/> \$359 Early Bird Special if booked before 03.27.09	# Sessions _____
		TOTAL _____

CANCELLATION POLICY: Pre-registration is required. Registrants who cancel up to 10 days prior to the start of a seminar will receive a full refund. No refund will be given after that time, although substitutions of individuals may be made prior to the start of the seminar. Registrants who do not attend and who do not cancel their registration will be billed the full amount. Cancellations must be made by calling the registration office directly at 407-582-6688. VALENCIA reserves the right to cancel the seminar(s) described in this publication for any reason. If a seminar is cancelled, a full refund will be given.

CONTINUING EDUCATION CREDIT: *Disney Institute* is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Each session is 1.5 content hours for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37219-2417. Website: www.nasba.org
Disney Institute is also registered with the American College for Healthcare Executives (ACHE). Guests wishing to apply to either of these organizations must contact the Disney Keys office at (407) 566-6449 at least one week prior to the program for special instructions. Any complaints regarding this event may be directed to the same number.