



Mark W. Matheis
Facilitator and Content Specialist

Mark started his career with Walt Disney World Co. in 1990 at the Disney Reservation Center. Since that time, Mark has advanced through a variety of key roles within the organization, from Front Desk host at *Disney's Grand Floridian Resort & Spa*, to Entertainment Manager at the *Magic Kingdom*® Park, to his current role as Content Specialist with *Disney Institute*.

In 1992, Mark was selected from more than 350 applicants to be an instructor for Disney Traditions, the company-wide orientation program. Mark's interest and passion for "the Disney story" quickly led him to a level of knowledge that has earned him recognition as a Disney historian, as well as a leading resource for the detail that supports a vast array of program content.

In his *Disney Institute* role, Mark has delivered thousands of *Disney Institute* programs, including Professional Development programs, Team programs, and Disney Adult Discoveries. He has designed and delivered *Disney Institute* experiences, both in Florida and California.

Disney Institute is devoted to inspiring individuals and organizations to strive for excellence. The *Disney Institute* curriculum was built upon the principles which made Walt Disney and the company that bears his name world famous: Leadership, People Management, Customer Service, Brand Loyalty, and Creativity.

