



Automotive, Industrial and Allied Workers

Flash! TEAMSTERS

Robert M. Lennox, Secretary - Treasurer

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www.teamsters495.org



WELCOME TO
TEAMSTERS
LOCAL 495
Disney RESORT

Hope...Change...Momentum

by Robert M. Lennox
Secretary-Treasurer, Local 495

In this issue, we are highlighting our members at a true American icon: The Disney Resort. Without a doubt, Disney cast members are the ones who make the magic. From the warm greeting guests receive in the parking lot to the time they're strapped in the Matterhorn ride, guests are entertained and pampered by Teamsters throughout both parks. Our members also have a strong presence behind the scenes and at the Disney Warehouse doing important work that enhances the guests' experience.

Many of you may be surprised to learn that a significant number of our members at the Disney properties have enjoyed long careers with the company. When you consider history, this isn't surprising. With nearly three decades at Disneyland, Shop Steward Bob Sanchez is quick to point out that a fine-tuned labor force is exactly what Walt Disney had in mind from the conception of the park.

"Walt wanted the best, and he knew by getting the unions in, he would have the best," Bob noted.

The Local 495 Teamster "cast members" enjoy a proud, unified voice at each venue. Much of this is due to our dedicated and active Disney Shop Stewards. While they each have many

work-related responsibilities, they do an amazing job representing the members. The stewards also have the utmost respect from Disney management — an important key that enhances their success and one which makes us very proud.

We have represented this dynamic, large and vital group of members for decades. And as we go to press, 220 photo pass cast members at Disneyland and California Adventure have reached out to Local 495 for the superior representation that we are known for throughout the parks.

Adding these additional workers to our Teamster family at the Disney properties symbolizes what is going on around the nation. For the first time in over 30 years organized labor grew in 2007. Over 300,000 workers in a variety of industries sought union representation. This is stupendous growth for organized labor. The Teamsters also had great success in 2007 organizing DHL and UPS Freight.

This upswing in union growth gives us hope, a change in the labor movement, and momentum to build on. Hope ... change ... momentum ... much like the presidential campaigns currently being waged by the Democratic frontrunners.



Disney Cast Members Work With Teamster Pride and Professionalism

For decades, Local 495 has proudly represented cast members working full-time, part-time and seasonally in a wide variety of positions at Disneyland, Disney's California Adventure and the Disney Warehouse.

While there are a number of trade unions represented at the Disneyland properties, it is Local 495's group of dedicated members who share unique qualities: Teamster pride and professionalism.

"They are a great group of cast members who are very dedicated. They work very hard and their main goal is to make the guests happy and to ensure



Disney Shop Stewards, left to right: Jimmy Johnson – Tower of Terror; Bob Sanchez – Opera House; Lydia Surface – Resort Transportation; Brian Freeman – Toy Story Mania; John DiFlauro – Chief Steward, Tower of Terror; Shawn Stengel – Hollywood; Kimberly Seegers – Fantasyland

that they have a great day at the park," Local 495 Business Agent Roman Delgado hailed.

"It's a multi-task job. They know they could make or break someone's day. Our members go out of their way to make sure the guests have an exceptional day," he explained.

"Guest service is Disney's main priority, and what our members do for them is simply priceless."

Delgado serves as Business Agent for both parks and believes there is a common characteristic among the Local 495 members. "They are very outgoing and friendly people," he noted. "They're very social and very respectful

not only to the park guests, but to everyone."

Although the company puts a lot of emphasis on guest service, there is a certain joy in the air at the 'Happiest place on earth'.

"The seasoned Teamsters as well as the new cast members enjoy working at the resort. They like the atmosphere. To them, it's a job where they can get a lot of personal satisfaction, especially when the guests compliment them," he noted. "A lot of the cast members have also known each other for a long time and they've become one big family."

Delgado says the union also enjoys a good relationship with the company. "They care about the cast members



Business Agent Roman Delgado with Dan Hardy, 27-year member

(continued on back page)

Disney's Mystique AND Magic

Today, with Disney's global stamp on the world – from international theme parks to movies, a cruise line, television and cable productions, and merchandise – it's hard to believe it all began with a simple idea.

In the early 1950's, a generous Walt Disney came up with the idea to build a park close to his Burbank studio for his employees and their families. But in true Walt Disney fashion, that simple dream grew. He soon purchased 160 acres of land lined with orange groves in Anaheim, and in 1954 began building the "Magic Kingdom" as a public attraction.

While the original plans called for a 45-acre park at a cost of \$9

million, by the time the park opened to much fanfare, Disneyland covered the entire 160 acres and cost \$17 million to build.

Backed by the popularity of Disney's cartoons and movies, guests flocked to the park, and by its second year of operation Disneyland was turning a profit.

"Walt was a huge figure at Disneyland up until his death," noted Local 495

Business Agent George Park. "He used to come around and talk to people. He was always walking around the park and was on a first-name basis with his employees."

In the late 60's George began working at Disneyland as an attractions host. "I had the opportunity to meet Walt twice when I was 16 or 17 years old. It wasn't unusual to run into him on any given day. Of course when you meet him for the first time, that's a pretty impressive thing."

After a stint in the military, George returned to Disneyland where he eventually became an operations foreman and a Local 495 Shop Steward.

"I think the underlying theme – The Happiest Place on Earth – is a kind of mystique that will never go away," he pointed out, recalling a story from when he was an attractions host working on Main Street. "I remember telling this guy that 'people would come regardless of the



Steve Finley

weather or the conditions. If this place burned down, there would be people to pay money to play in the ashes."

And what was unique about working at Disney 30 years ago is likely still true today. "You go to work there to become part of a complex operation with the understanding that your real purpose that day is to make someone's visit better or memorable. It's one of the few jobs where you have an opportunity to enhance someone's experience and know that they appreciate it."

Disneyland has always been a hugely popular attraction and serves as the flagship of the Disney resort properties, which include its neighbor Disney's California Adventure, and theme parks



James Gaydowski,
Pirates of the Caribbean

(continued on page 11)



Salvador Gonzalez, Grizzly Run



Andrew Petersen, Indiana Jones



Crystal Riphgen



*Maria Batrez and Malory Suarez
with P. King*



Betsy Sprayberry, Haunted Mansion



Dan Hardy



MEMBERS SPEAK

Bob Sanchez
Shop Steward

MAKING MAGIC AND A DIFFERENCE

Bob Sanchez has proudly been reporting to duty at Disneyland for nearly three decades. After working at a great variety of the park's major attractions, he can greet park guests these days from his post at the Opera House.

"I've been to a lot of theme parks, and the cast members we have here treat people so much better than they are treated at other parks," he commented.

He's also admittedly old school and stresses the impact cast members can have on the guests. "I tell the other cast members that from the time the guests are in line until the time they

leave the attraction, they are in charge. You have to make sure the guests have a good time, that it's memorable, but also that they are safe."

Like many Disney resort cast members, Bob has made the park a career. "If there wasn't a bit of me that enjoys coming to work every day, I wouldn't have lasted 28 years."

He points out the two great advantages of his job -- the contacts he has with guests, "particularly the first-timers when their eyes light up," and his role serving as a Local 495 Shop Steward and serving on the Local 495 Executive Board as Vice President.

A Chief Steward since 1999, Bob feels that a lot of opportunities for satisfaction come with the position. "When a cast member is down or troubled and they really need your help and you can assist them -- which in turn helps their family -- that really makes me feel good."

He's also made a difference when it comes to Disney policies and procedures. "I think I've made an impact on the company. I've helped them change some policies at the park which have gone corporate wide." One policy Bob was instrumental in changing was getting the company to allow cast members to use their sick pay when they needed to take time off to care for an ill spouse or child.



Bob Sanchez

"Looking at other companies, I think Disney is fair. They look at things from both sides, from the business standpoint and from the labor standpoint. And they know I'm trying to be fair with them in my capacity as a steward," he remarked.

Bob also recognizes that a fine-tuned organized labor force is exactly what Walt Disney had in mind from the conception of the park.

*"Walt wanted the best,
and he knew by getting the
unions in, he would have
the best."*





MEMBERS SPEAK

Laura Jacobsen

MAKING DREAMS COME TRUE

Laura Jacobsen has loved going to Disneyland since she was a small child. In fact, she was an annual pass holder and would go to the park literally every weekend.

Today, she works part-time at Disney's California Adventure Hollywood Attractions. "I've had a lot of different jobs, but this is the first one where I can really be a kid and have fun," she noted.

The Hollywood Attractions include a variety of rides and stage shows at California Adventure. "I try my hardest to please people and make them happy. It's all worth it when someone comes up and says, 'Wow. That was the best performance!' Or a little kid is scared at first and then I can make them laugh."

Laura says she believes one of the biggest misconceptions about people who work at the park is that others

think it is all fun and games. "Some people don't realize how much effort goes into every aspect of the park. They don't realize how much time and effort goes into running a single attraction or what we do just to make their day special."

While there is plenty of camaraderie among the cast members, Laura says the best part of her job is interacting with the kids. "I have so many wonderful memories of the park from when I was a child. If I can make it special and memorable, and they tell me they had so much fun, then I think I'm doing my job right."

Laura's sentiment is deeply rooted in a rich history. "We're trying to carry on Walt Disney's dream of what he wanted the park to be. We want everyone to have a memorable experience whether they're kids, or just kids at heart."



Laura Jacobsen





MEMBERS SPEAK

Aurelia Mata

H-A-P-P-Y. F-U-N.

That's how Aurelia Mata describes her job as attraction host at Disney's California Adventure. "It's rewarding," she says. "You know, it's not hard to make people happy."

Aurelia Mata has been at Disney since 1999. The mother of a 7th and 12th grader, she thinks she's lucky to have a job where "it's different every day." Although she's a part-timer, she wants to work more hours and become full time in the future.

Private parties are especially interesting to her. Asked if she has greeted many well-known people, she says, "The celebrities are the families that save their money for two or three days at Disneyland. They're so excited. They're special."

Being a member of the union is "Very positive. I know I have people working for me," she says.

Summing up, she confidently says,

"There are lots of people who are not happy at their jobs. We here at Disney are."



Aurelia Mata





MEMBERS SPEAK

John DiFlauro

Shop Steward

20 DIFFERENT WAYS TO GREET GUESTS

When you listen to cast member John DiFlauro greet the huge number of guests who flock to California Adventure's Tower of Terror, you just might ask yourself, how many languages does that guy speak?

"I try to make not only the people who speak English welcome, but all the guests. Over the years I've learned to say hello in 20 different languages. Then about 10 years ago, I started teaching myself little phrases like 'how are you?' It's fun."

"I try to make the magic in as many different languages as I can."

He's also taught himself the Greek alphabet which impresses the large number of sorority and fraternity groups that head to the park over spring break. "I think it's fun to see their Greek letters on their shirts and to greet them by their sorority or fraternity names."



Victor Gonzales, Brian Bailey, Andrew DuMolt, David Akasaki, and Mark Rodriguez.

While he's proud that he's able to add an additional perk to guests from around the world, the most rewarding part of his job is assisting his union brothers and sisters. John has served as a steward for eight years; the past three as Chief Shop Steward at California Adventure.

"I think I am an asset to both the company and the members. I'm also proud of the fact that I've established a great relationship with all of the managers at the resort. I think the managers request me when there is an issue because they know I'm fair and I get both sides of the story."

A cast member for 17 years, John recalls when he was first hired. "My son was only five years old and he thought I was so lucky to go to Disneyland every day. Every job has its perks and disadvantages, but I do enjoy working here. Plus, with being a steward I never know what's going to happen. I could show up at the Tower of Terror but then be requested for a hearing or a meeting. Working the attraction and meeting people from all around the world are great, but it's also rewarding to be needed and to assist the cast members."



John DiFlauro, Shop Steward



Gumi Gomez and John DiFlauro

TEAMSTERS MAKE IT HAPPEN



Jennifer Thomas (streetcar driver) and Kirsten Foster, Animal Handler



Animal Handlers Melody Sawyer, Carol Rule and Gary Geisert with Chief



*Lowell Norris, Dwayne Leonard, Christine Aguirre, Joey Silver, Gary Barcomb
— Warehouse*



Matthew Hartert



Steve Teubner

A TRUE CALIFORNIA ADVENTURE



Brian Murillo



Christopher Bettens



*Raymond Paver and Gregory Foster,
Transportation*



Manda Lutsky



Kayla Gifford



Rebekah Wallin



Robyn Medina, Michelle Stanley, Lyle Geske and Nancy Petrella — Disney Playhouse

Disney's Magic

(continued from page 4)

in Florida, Paris and Tokyo. When Walt Disney wanted to expand the theme park concept, a good portion of the money made at Disneyland helped build the other attractions.

“Disney provides products, entertainment and involvement for people from the time they are born throughout their entire lives. It’s one of the few corporations I can say that about,” George added.



TEAMSTER PRIDE, PROFESSIONALISM

(continued from page 3)

and that makes for a good partnership with the Teamsters. The company knows that we are professional and we're there to represent the members. We're on top of it, and we're able to move forward because any issues that arise are handled swiftly."

But he's quick to point out that good labor-management relations are a direct correlation to the amazing job

the 16 Disney resort Shop Stewards are doing. "Our stewards have the respect of management. They have a very strong presence with the company and they can see our commitment to the cast members," Delgado said. "Disney knows we support our stewards, but the best part is that our stewards know they have the full trust of the leadership at the Local from Bob Lennox on down."



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