



How does Learning and Development contribute to excellence of service?

HR Minds Conference

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2 theme parks and 7 hotels

- 45 attractions
- 60 merchandise shops
- 70 food and beverage locations
- New shows or parades every season
- 5 800 rooms
- 11 000 sqm dedicated for meetings, incentives, conferences, and exhibitions.



18 000 permanent employees on 500 different jobs

10 years average tenure

37 years-old on an average

123 nationalities (77% French)

79% of our leaders promoted internally

8 000 new contracts each year

(25% directly on permanent contracts)



Our mission:

*Propose magical and immersive experiences
creating lifetime memories.*

Magical and immersive experiences creating lifetime memories are results of sensations and emotions based on 4 elements.



The environment

Decors, landscaping, costumes, music, etc.

The proposed experience

Product offer, quality standards, etc.

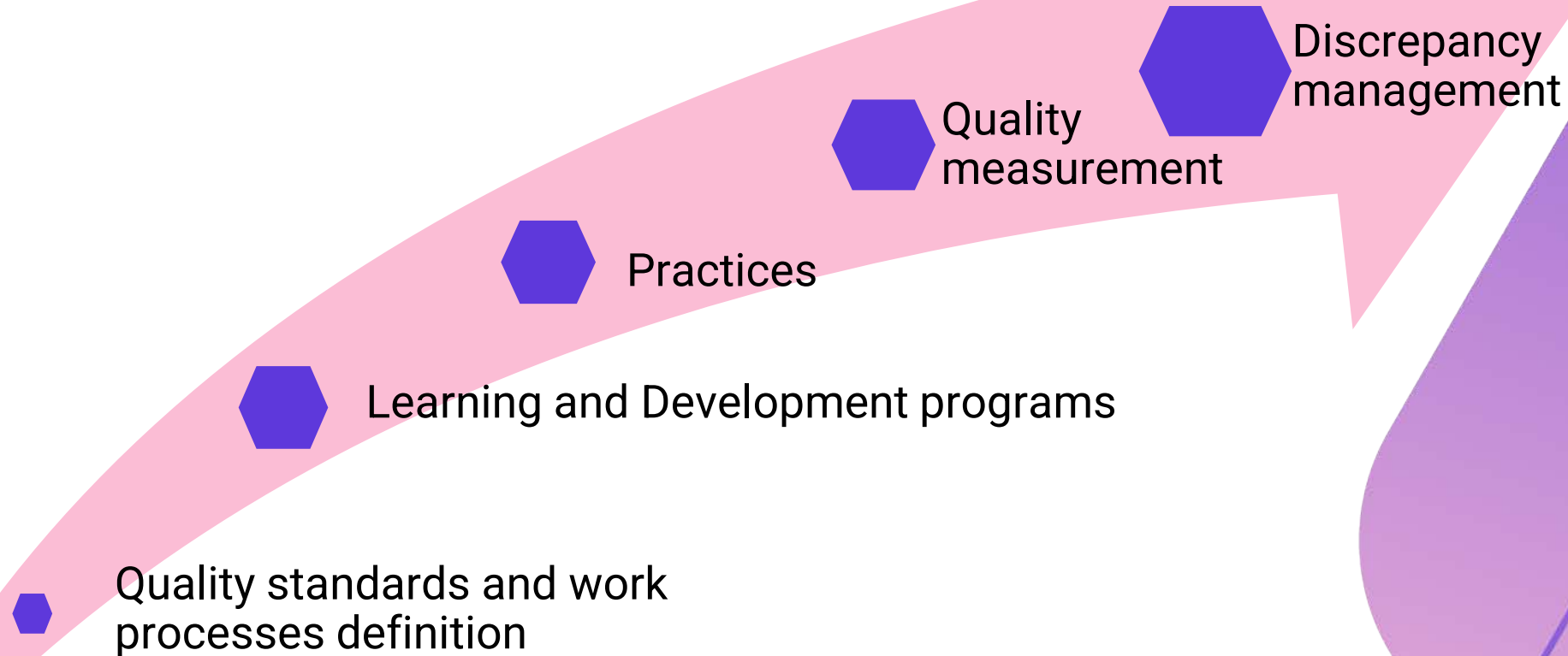
The context

Weather conditions, volume of guests

The behavior of our Cast Members

Relying on their competencies and their motivation

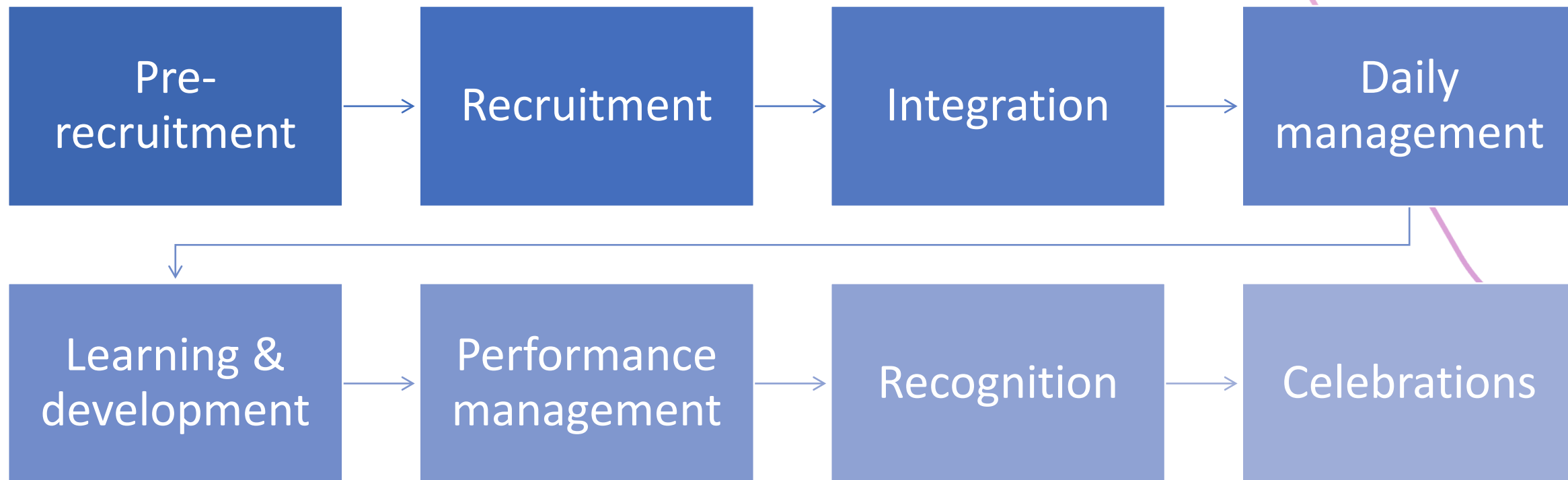
Our business processes are targeted towards excellence of service.



**Which HR policies
are we using to
improve Cast
Members'
competencies and
motivation?**



Improving competencies and motivation of our Cast Members happens all along the employee journey.



And we support leaders to play their role in these programs

**How does Learning
and Development
contribute to Cast
Members'
competencies and
motivation?**



Disneyland Paris consistently invests in L&D.

2 500+ training programs

30 training hours / employee / year

5%+ of labor cost invested in L&D each year

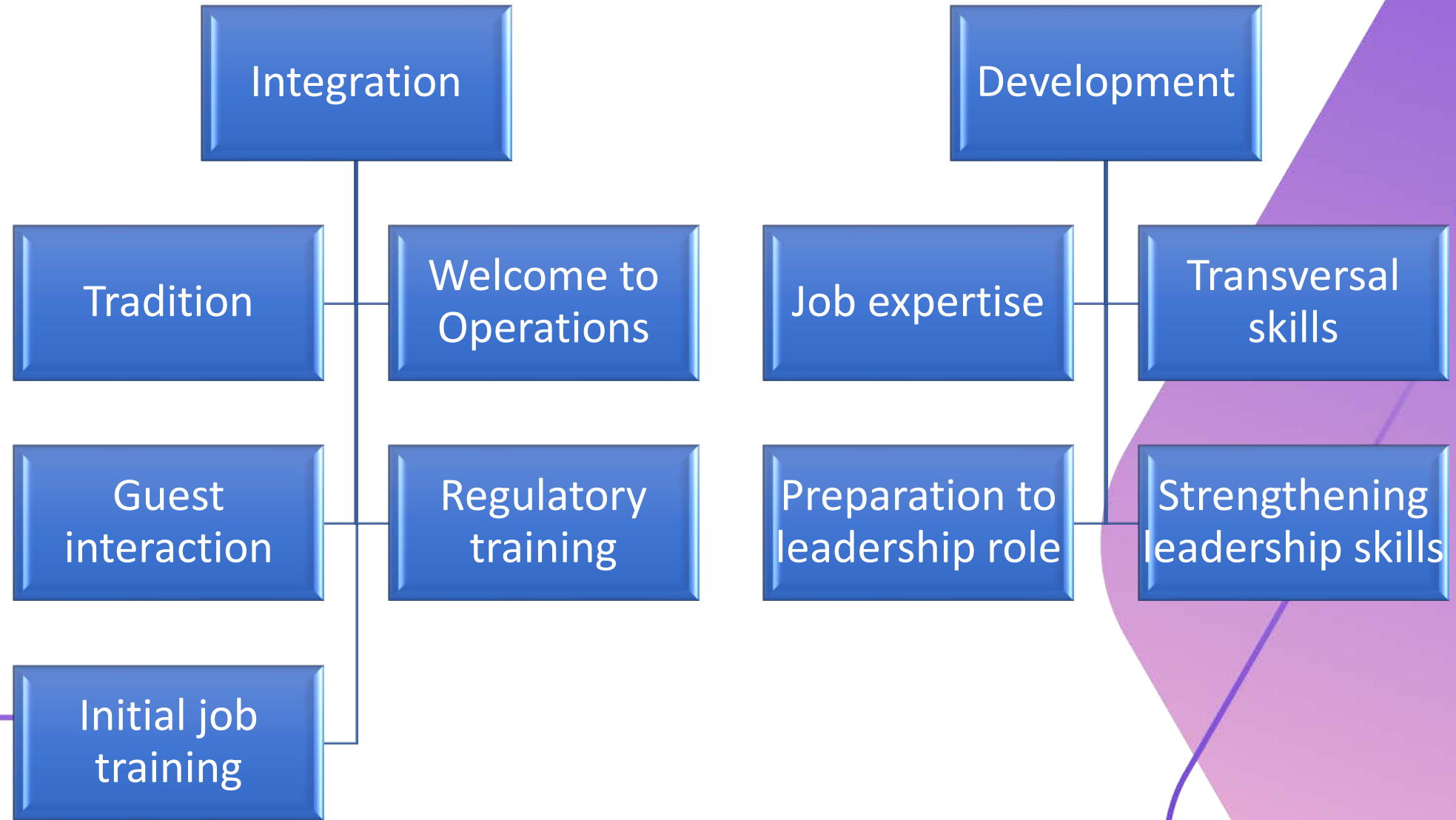
650 000+ hours of training each year

100+ dedicated L&D professionals

700+ on-the-job trainers



Our main Learning and Development programs contribute to the excellence of service.



**Our key success
factors to achieve
excellence of
service**



Alongside our systemic approach, excellence of service is supported by 3 key success factors.



Coherent
messages, stables
and repeated



Symmetry in our
attention



Leadership
support and
exemplarity, at all
levels

In L&D, we use several new technologies to enhance the learners' experience...



Virtual Reality,
maximizing practice



Augmented Reality,
immersing learners




Quizzes, making
instructor-lead training
more interactive


... and to immerse the learners into our stories.

A 1000 sq.ft
training room
equipped with
mapping
technology and
360° video-
projectors.





Your questions
are welcomed





And remember: You can't
spell HERO without HR!

Let's stay connected

