

Lenn Millbower, the Mouse Man™ Like a Mouse Introduction Script

**Have you ever wondered how Disney creates its magic?**

**It's not magic. It's method.**

**Our speaker has seen that method up close.**

**He ran attractions at Epcot.**

**He opened Disney's Animal Kingdom.**

**He wrote Customer Service for the Disney Institute.**

**He even designed the training for how to be Snow White.**

**Since leaving Disney, he speaks and consults on service, leadership and training issues.**

**Clients have included health care, grocers, utilities and the US Government.**

**Today he will share the method so you can create your own magic.**

**Please help me welcome Lenn Mill-bow-er, the Mouse Man.**