



Recognize Now!



My Recognitions

I Recognized

Total Recognitions I Received: 16

7 days ago



Courtesy
Show

*With Appreciation,
Derek Hoffman*



29 days ago



Courtesy
Show

*With Appreciation,
Nicole Smith*



about a month ago



Safety
Courtesy
Show
Efficiency

*With Appreciation,
Johanna Merideth*



2 months ago



My Recognitions

I Recognized



show

With Appreciation,
Danielle Bacuyag



5 months ago



Courtesy

With Appreciation,
Patty Pelletier



5 months ago



- Safety
- Courtesy
- Show
- Efficiency

With Appreciation,
Jose Alfaro Navarro



5 months ago



Courtesy

With Appreciation,
Della Alford-Noss



8 months ago



- Courtesy
- Show

With Appreciation,
Dijon Bracy



8 months ago



Courtesy



My Recognitions

I Recognized



Courtesy
Efficiency

8 months ago

With Appreciation,
Kehaulani Elizares



Courtesy
Show

11 months ago

With Appreciation,
Emily Wren



Courtesy
Show

about a year ago

With Appreciation,
Austin Susman



Safety
Courtesy
Show
Efficiency

about a year ago

With Appreciation,
Jason Ryan



Courtesy
Show
Efficiency

about a year ago

With Appreciation,
Lauren Paoletta





My Recognitions

I Recognized



Efficiency

With Appreciation,
Lauren Paoletta



2 years ago



Courtesy
Show

With Appreciation,
Juliana Jones



2 years ago



Courtesy

With Appreciation,
Tyler Consilvio



2 years ago



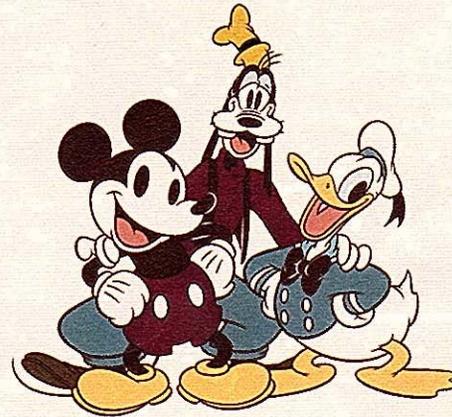
Safety
Courtesy
Show
Efficiency

With Appreciation,
Charlie Browne





Excerpt from Guest Compliment:



I apologize for the delay in my response. I have been out of the country and very busy; thus, my inability to respond quickly.

My family took a Walt Disney World vacation June 12-19, 2018 and stayed at the Art of Animation Resort.

There were one cast member who stood out and made our vacation something very special.

Steve Cook (Arden Hills, MI) is a bus driver. He went out of his way to make everyone on the bus feel very special that day. His knowledge of Disney and interaction with the riders was one of the most enjoyable experiences we have ever had at Disney (I really mean that!). We found ourselves not wanting to get off the bus, but continue our ride with him. He was exceptional!

Thank you!

Brian Robertson, Ph.D.

Steve,
Wow - I
wish I was
on this bus
ride, too!
Great job making
memories for
our guests!!
Thank you,
Alison

Thank you, Steve!
I appreciate
that you
interacted
with your
guests!
Trevor

Steve,

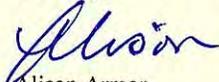
Thank you for following Walt Disney's vision for a great Guest Experience by displaying and following *The Four Keys Basics Behaviors: Safety, Courtesy, Show, Efficiency*:

- I practice safe behaviors in everything I do.
- I project a positive image and energy.
- I stay in character and perform my role in the show.
- I perform my role efficiently so Guest gets the most out of their visit.

Enclosed is a letter that was recently sent to us from a Guest that was positively impacted by your exceptional service.

Keep delivering the **MAGIC!**

Sincerely,



Alison Armor
VP
Transportation



Trevor Ocock
General Manager
Transportation

The Four Keys Recognition

Cast Member

Steven M Cook (Steve)

Pernr

819119

Recognized by

Tyler L Consilvio

Date

Feb 4, 2017

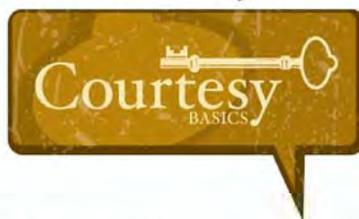
Leader's Name:

Cory L Ward



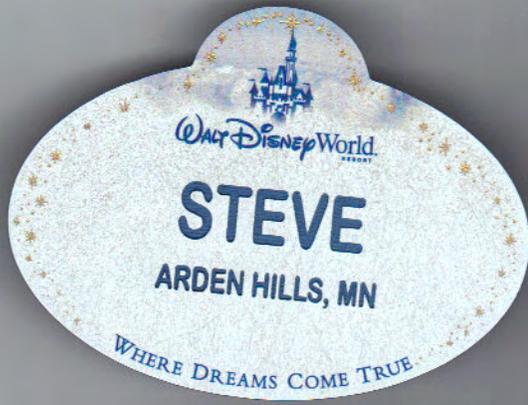
I recognize Steve for displaying The Four Key Basics:

Courtesy



Comments:

Thank you for a great ride from park one to pluto! you were energetic and entertaining! thanks for the jokes and fun facts! Keep striving for 100% Excellence!





WALT DISNEY Parks and Resorts U.S.

Congratulations Steven!

You have been selected as one of the recipients of the **4 Keys Fanatic** drawing! As a Cast Member of the **Walt Disney World®** Resort and Transportation, we have a heritage of providing exceptional guest and Cast service each and every day.

We know that every recipient of a **4 Keys Fanatic** card has made a guest or Cast Member's experience more memorable, while creating the magical moments for which our Company is known. Our **4 Keys Fanatic** program provides us with an opportunity to recognize those Cast Members that consistently deliver above the Disney Service Basics around Safety, Courtesy, Show and Efficiency.

You are invited to enjoy a movie, popcorn and beverage with the enclosed tickets for up to four individuals at an AMC location of your choice. We hope that you know how much we truly appreciate the exceptional service that you delivered and will continue to model our Disney Service Basics.

Enjoy your gift and please use the enclosed **4 Keys Fanatic** cards to recognize your fellow Cast Members that you observe providing great guest and Cast service!

Thank you for all you do!

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Lau', written over a horizontal line.

Samuel W. Lau

Enclosures



Dear Steve,

Thank you for following Walt Disney's vision for a great Guest Experience by displaying and following **The Four Keys Basics Behaviors: Safety, Courtesy, Show, Efficiency:**

- *I practice safe behaviors in everything I do.*
- *I project a positive image and energy.*
- *I stay in character and perform my role in the show.*
- *I perform my role efficiently so Guest gets the most out of their visit.*

Enclosed is a letter that was recently sent to us from a Guest that was positively impacted by your exceptional service. Please also find a token of our gratitude for a role well performed!

Keep delivering the **MAGIC!**

Sincerely,

Jason Kirk
Vice President
Transportation

Trevor Ocock
Director
Transportation Operations





Dear Steven,

Thank you for following Walt Disney's vision for a great Guest Experience by displaying and following **The Four Keys Basics Behaviors: Safety, Courtesy, Show, Efficiency:**

- *I practice safe behaviors in everything I do.*
- *I project a positive image and energy.*
- *I stay in character and perform my role in the show.*
- *I perform my role efficiently so Guest gets the most out of their visit.*

Enclosed is a letter that was recently sent to us from a Guest that was positively impacted by your exceptional service. Please also find a token of our gratitude for a role well performed!

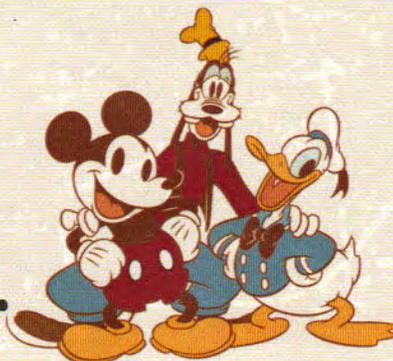
Keep delivering the **MAGIC!**

Sincerely,

Jason Kirk
Vice President
Transportation

Trevor Ocock
Director
Transportation Operations





Thank You for Making Magic

Excerpt from Guest Compliment:

In my recent December trip, Steve Cook, a bus driver to and from the Resorts, was so wonderful and made the bus trips extra fun!

All in all, I just wanted to let someone know how amazing this Cast Member really is! I understand working in customer service how challenging it can be day after day, but this Cast Member really went above and beyond!

Have a magical day!

Sincerely,
Stefanie

Cast Member: Steve Cook Perner #: 00819119
Recognized by: Autumn Lowe Date: 12/5/13
Leader's Name: _____
Leader's Signature: _____

AK

I recognize you for displaying The Four Keys Basics:

- Safety Courtesy Show Efficiency

Comments: For being magical and being "the best bus driver on Disney property"



Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.

Top copy: Place in The Four Keys Fanatic box at recipient's work location

Bottom copy: The Four Keys Fanatic recipient keeps

Please give this card to Steven Cook (Arden Hills, MN) a Disney World bus driver.



Cast Member: Steven Cook Perner: 819119
Work Location: Bus Ops
Recognized by: Rich Pulsifer Date: 2-8-14
Leader's Name & Signature: [Signature] Rich Pulsifer

I recognize you for displaying The Four Keys Basics:
 Safety Courtesy Show Efficiency

Comments: Guest letter: Great Guest Interaction.

Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps



©Disney 110PSP016817-5004155



From: WDW Guest Communications <WDW.Guest.Communications@disneyworld.com>
Sent: Sunday, November 24, 2013 12:31 PM
To: [Redacted]
Subject: Email from the Walt Disney World Resort

Dear Ana

Thank you for writing to us about your visit to the Walt Disney World® Resort.

I am very glad you had such an enjoyable experience and truly appreciate the time you took to share your compliments for Steven. Your email reinforces how our Cast Members are so heartwarming to know that Cast Members share such memorable experiences for all of our Guests. We will share your leadership so he can be commended for the

Ana, thank you again for writing to us. We look forward to

Best Regards,

Erin Downey
Guest Experience Services
Walt Disney World Resort
3386197

Original Message Follows: -----

Hello,

My name is Ana Rosario. I, my 7 year old daughter, my 19 year old daughter, my husband and his parents were all visiting Disney World and were taking a bus trip from Epcot back to Old Key West. The bus was about half full too.

Before leaving Epcot for our hotel, Steven Cook the Disney Bus Driver came back to the middle of the bus where we were sitting and told the entire bus that we have "*****Disney Princess on board the bus today*****" and he pointed to Tara (my 7 year old) who was wearing her snow white dress and she had her hair all made up too. He also played the "DISNEY PRINCESS" message overhead in the buses intercom system. He doted on her and almost made me cry because he made Tara feel so very special.

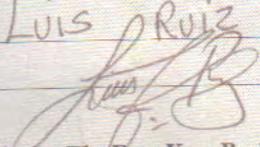
He also told us what E.P.C.O.T officially stands for which someone tried to guess but didn't quite get it. And then he also told us all what E.P.C.O.T. unofficially stand for (these unofficial ones made us all laugh a lot). Then he asked us "At Walt Disney World does anyone know where we go underwater in a bus"? We were all stumped, then he told us about the water-bridge going to Magic Kingdom just before Contentpary Resort (we were all thinking Blizard beach or something like that).

Please make sure Steve Cook the bus driver knows how he made us feel. We are leaving tomorrow for home and needed to send this out today before we left.

Thank you.

Cast Member: Steven Cook Perner: 819119
 Work Location: Bus Ops
 Recognized by: Rich Pulsifer Date: 2-8-14
 Leader's Name & Signature: Rich Pulsifer
 I recognize you for displaying The Four Keys Basics:
 Safety Courtesy Show Efficiency
 Comments: Positive Comments from a Guest letter dated 11-24-13.
 Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
 Top copy: Place in The Four Keys Fanatic box at recipient's work location
 Bottom copy: The Four Keys Fanatic recipient keeps
 ©Disney 1101SP1012817 8004155



Cast Member: STEVEN COOK Perner #: 00819119
Recognized by: WOW TIER II TRANSPORT Date: 2/18/14
Leader's Name: LUIS RUIZ
Leader's Signature: 

I recognize you for displaying The Four Keys Basics:
 Safety Courtesy Show Efficiency

Comments: GREAT JOB FOLLOWING UP
COMPANY GUIDELINES AND DRIVING
PROCEDURES DURING AN AUDIT.
KEEP UP THE GOOD JOB.....



Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps

Cast Member: STEVE COOK Perner: 00819119
Work Location: DHS BUS OPS
Recognized by: DARYL BOYD Date: 5/10/2014
Leader's Name & Signature: Daryl E. Boyd

I recognize you for displaying The Four Keys Basics:
 Safety Courtesy Show Efficiency

Comments: STEVE REPORTED AN INCIDENT
W/ A MEALS BUS AT DHS AT
5/10/2014.

Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps



The Four Keys

SAFETY · COURTESY · SHOW · EFFICIENCY



Thank You for Making Magic



Excerpt from Guest Compliment:

“My name is Dr. Peter... from the Chicago area. I have taken numerous bus drives to all your parks. Today, one of my drivers was Steve Cook – he was nicest driver of the week.

So friendly and cordial to everyone. He definitely showed his personality and made my trip a lot of fun. I wish I could steal him and bring him to my office. He is definitely an asset to Disney World.”

Peter

The Four Keys

SAFETY · COURTESY · SHOW · EFFICIENCY



Thank You for Making Magic



Excerpt from Guest Compliment:

“My name is Ana... I, my 7 year old daughter, my 19 year old daughter, my husband and his parents were all visiting Disney World and were taking a bus trip from Epcot back to Old Key West. The bus was about half full too.

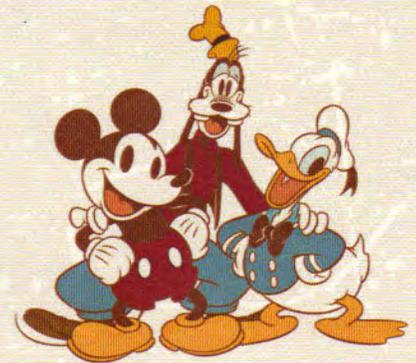
Before leaving for our hotel, Steven Cook the Disney Bus Driver came back to the middle of the bus where we were sitting and told the entire bus that we have “*Disney Princess on board the bus today*” and he pointed to Tara (my 7 year old) who was wearing her Snow White dress and she her hair all made up too. He also played the “DISNEY PRINCESS” message overhead in the buses intercom system. He doted on her and almost made me cry because he made Tara feel so very special.

He also told us what E.P.C.O.T. officially stands for which someone tried to guess but didn't quite get it. And then he also told us all what E.P.C.O.T. unofficially stands for (these unofficial ones made us all laugh a lot). Then he asked us “At Walt Disney World does anyone know where we go underwater in a bus”? We were all stumped, then he told us about the water-bridge going to Magic Kingdom just before Contemporary Resort (we were all thinking Blizzard Beach or something like that).

Please make sure Steve Cook the bus driver knows how he made us feel. We are leaving tomorrow for home and needed to send this out today before we left.”

Thank you.

Ana, Tara, Don and Family



You Are Key!

Excerpt from Guest Compliment:

Disney is known for its friendliness and sort of an “*It's A Small World*” sort of feeling, but my family never expected this from a shuttle bus driver. On May 17, we took a shuttle and learned new trivia and we listened to greetings about how there was a princess on board and a birthday and we were the anniversary couple. This was a surprise, this was our second trip to Disney and first time we'd ever gotten any of that Disney Magic on a shuttle ride!

Steve Cook is from Minnesota and drives one of the shuttle buses from Disney Properties to the parks. He still has a lot of 'Minnesota' in him, coming from Wisconsin perhaps it is just a Midwestern shared bond, but if you can forward on that he was a wonderful driver & kept us entertained making the trip seem short and making us feel welcomed, it would be much appreciated.

Wanita

Cast Member: Steve Cook Pernaer: 00819119
Work Location: Bus Operations
Recognized by: Guests Date: 8/10/14
Leader's Name & Signature: _____

I recognize you for displaying The Four Keys Basics:
 Safety Courtesy Show Efficiency

Comments: Thank you so much for providing late night magic for our guests!



Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: Place in the Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps

bus
entered

Orlando Springs
Disney
Date: 8/10 - 11:30pm

Walt Disney World Resort

APPLAUSE-O-O

Applause to you for:

Steve was very entertaining on our very late bus ride home. He treated us (2 grown women) like princesses. And asked us trivia and told us jokes. He was AWESOME!

"You can dream, create, design and build the most wonderful place in the world ... but it requires people to make the dream a reality."

WALT DISNEY

Cast Member: ~~COOK~~ **COOK** Perner: 00819119
Work Location: **Bus Driver**
Recognized by: **Guest - Willcox Family** Date: **7/27/2019**
Leader's Name & Signature: _____

I recognize you for displaying The Four Keys Basics:
 Safety Courtesy Show Efficiency

Comments: **Guest highly enjoyed their trip from Riverside to Epcot**

Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps



entered by js

COOK
(GAS DRIVER - RIVERSIDE → EPCOT)
MINNESOTA

date **26th JULY**

Walt Disney World Resort

APPLAUSE-O-O

Applause to you for:

EXCELLENT BUS DRIVER - YOU MADE EVERYONE ON BOARD FEEL PART OF A FAMILY - WELL DONE & THANK YOU SO MUCH!

- THE WILLCOX FAMILY

"You can dream, create, design and build the most wonderful place in the world ... but it requires people to make the dream a reality."

WALT DISNEY

Cast Member: STEVEN COOK Perner: 00819119

Work Location: EXPO BUSES

Recognized by: GUEST Date: 11/1/14

Leader's Name & Signature: JAY ELLIOTT 

I recognize you for displaying The Four Keys Basics:

Safety Courtesy Show Efficiency

Comments: THANK YOU FOR MAKING THE BUS
RIDE MAGICAL!



Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.

Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps



**Thank you for
Making Magic!**



Excerpt from Guest Compliment:

“We want to thank Steven for everything he does to make Walt Disney World so special and magical; he made our day!”

The Temple and Dulton Families

Kittendorf, Steven R

From: Hooper, Jill A.
Sent: Tuesday, October 28, 2014 4:03 PM
To: #WDW Transport-Bus EC GSMs
Subject: Fwd: Action Required: GC Resolution with Local Recognition Ohearn, Rhonda
Attachments: ATT00001.htm; ATT00002.htm; HOOKK011-1414519265-Ohearn, Rhonda Email.pdf; ATT00003.htm

Can we put in tracker and recognize Steve?
Thank you
Jill

Sent from my iPhone

Begin forwarded message:

From: "Garrett, Christine M." <Christine.M.Garrett@disney.com>
Date: October 28, 2014 at 3:57:12 PM EDT
To: "Hooper, Jill A." <Jill.A.Hooper@disney.com>
Cc: "Garrett, Christine M." <Christine.M.Garrett@disney.com>
Subject: FW: Action Required: GC Resolution with Local Recognition Ohearn, Rhonda

Jill: Please recognize this Cast Member.

Chris Garrett

*Office of Trevor Ocock, Director of Transportation
Office - 407-824-7241 (8-273)
Fax - 407-824-7542*

From: Kayleigh.Hook@disney.com [<mailto:Kayleigh.Hook@disney.com>] **On Behalf Of** WDW Guest Correspondence
Sent: Tuesday, October 28, 2014 2:05 PM
To: Terry, Judy; Allen, Rick; Larson, Michelle S.; Garrett, Christine M.; Nosari, David; Ocock, Trevor R.; Kirk, Jason
Subject: Action Required: GC Resolution with Local Recognition Ohearn, Rhonda

Action: This compliment should be presented locally.

Do not contact this Guest. The Guest has already been contacted by a Guest Correspondent.

Guest name: Rhonda Ohearn
Case ID: M003555780
Location: Pop Century housekeeping & Bus transportation
Reservation Number: 440891941013
Situation:

Pop Century
Guests shared a compliment regarding their housekeeper for their stay. she did not get her name but res number is 440891941013. Guest stated she was very kind and even took time to say thank you for staying. Guest was very impressed.

Transportation:

Guest shared compliments for CM Steve Cook who was driving from Epcot to Pop Century. Guest could not remember the date but stated that Steve interacted with everyone on the bus and "truly hold the magic of Disney World"

Please see original email attached. Thank you! have a great day everyone :)

Resolution:

Spoke with Guest and assured them that their feedback has been passed along to the area and their Leaders. If you have any questions, please feel free to contact me via the contact information listed below. Thank you.

Kayleigh Hook
Guest Experience Services
Walt Disney World Resort
407-938-7537

From: WDW Guest Communications <WDW.Guest.Communications@disneyworld.com>
Date:
Subject: Re: My Past Walt Disney World Visit
Case ID: 22597801

Original Message Follows:

We just returned from our Disney vacation 10-19/10-24 at Pop Century Resort. We just wanted to let you know how wonderful our trip was! 2 cast members really stood out during our stay. Our "mousekeeper" was very kind and even stopped to thank us for staying before we left. I didn't get her name. Also our bus driver from Epcot to Pop Was AMAZING! His name was Steve Cook. He really made the bus ride feel like part of the magic instead of just a means of transportation from park to hotel. He went above and beyond other bus drivers we had. He interacted with everyone on the bus, gave us all a few laughs! He truly holds the magic of Disney World! Thank you!

Reservation number:
RhondaO'Hearn[rlohearn@hotmail.com]
7069841037

Client Information

Mozilla/5.0 (compatible; MSIE 10.0; Windows NT 6.2; WOW64; Trident/6.0; MDDCJS)
Username:rlohearn@hotmail.com
Accept contact from the Cast Member:No

Re: My Past Walt Disney World Visit - 1

Steven,

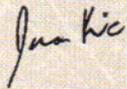
Thank you for following Walt Disney's vision for a great Guest Experience by displaying and following **The Four Keys Basics Behaviors: Safety, Courtesy, Show, Efficiency:**

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- *I project a positive image and energy.*
- *I stay in character and perform my role in the show.*
- *I perform my role efficiently so Guest gets the most out of their visit.*

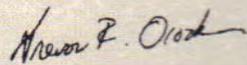
Enclosed is a letter that was recently sent to us from a Guest that was positively impacted by your exceptional service. Please also find a token of our gratitude for a role well performed!

Keep delivering the **MAGIC!**

Sincerely,



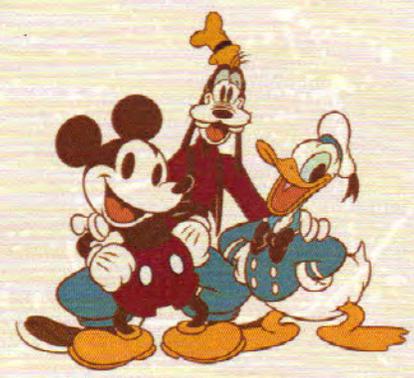
Jason Kirk
Vice President
Transportation



Trevor Ocock
Director
Transportation Operations



11/7/14



Thank you for all You do!!

Excerpt from Guest Compliment:

We really enjoyed traveling to one of the parks with Steven Cook, the bus driver. It's funny how something as simple as a pleasant conversation can brighten an already perfect day.

Carole



Thank you for Making Magic!



Excerpt from Guest Compliment:

“We want to thank Steven for everything he does to make Walt Disney World so special and magical; he made our day!”

The Temple and Dulton Families

11/7/14

Steven,

Thank you for following Walt Disney's vision for a great Guest Experience by displaying and following *The Four Keys Basics Behaviors: Safety, Courtesy, Show, Efficiency:*

- *I practice safe behaviors in everything I do.*
- *I project a positive image and energy.*
- *I stay in character and perform my role in the show.*
- *I perform my role efficiently so Guest gets the most out of their visit.*

Enclosed is a letter that was recently sent to us from a Guest that was positively impacted by your exceptional service. Please also find a token of our gratitude for a role well performed!

Keep delivering the *MAGIC!*

Sincerely,

Jason Kirk
Vice President
Transportation

Trevor Ocock
Director
Transportation Operations

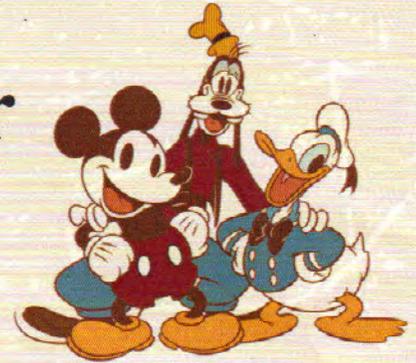


The Four Keys

SAFETY · COURTESY · SHOW · EFFICIENCY



Thank YOU for all You do!!



Excerpt from Guest Compliment:

"Steven was very kind and even stopped to thank us for staying before we left. He really made the bus ride feel like part of the magic instead of just a means of transportation from park to hotel. He went above and beyond other bus drivers we've had. He interacted with everyone on the bus, gave us all a few laughs. He truly holds the magic of Disney World."

Rhonda Ohearn

Steven -
Thank you for
extending the magic
onto your bus.
Great Job!
- Jason

Steven -
Thanks for taking
care of this family.
They will always
remember your great
service. I really
appreciate it.
Mum

Steven,

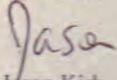
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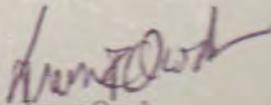
Enclosed is a letter that was recently sent to us from a Guest that was positively impacted by your exceptional service. Please also find a token of our gratitude.

Keep delivering the **MAGIC!**

Sincerely,



Jason Kirk
Vice President
Transportation



Trevor Ocock
Director
Transportation Operations



Cast Member: STEVEN COOK Perner: 00819119

Work Location: EXCUR BUSES

Recognized by: JAY ELLIOTT Date: 12/6/14

Leader's Name & Signature: JAY ELLIOTT 

I recognize you for displaying The Four Keys Basics:

- Safety Courtesy Show Efficiency

Comments: S.A.S.B. - THANK YOU FOR REPORTING YOUR OBSERVATION OF UNSAFE DRIVING!



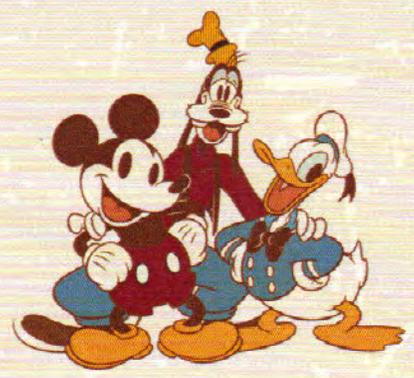
Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.

Top copy: Place in The Four Keys Fanatic box at recipient's work location

Bottom copy: The Four Keys Fanatic recipient keeps



You Are Key!



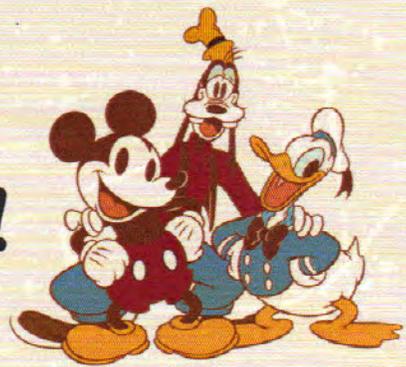
Excerpt from Guest Compliment:

*We stayed 14-nights at Disney's Caribbean Beach Resort. Captain **Steven** was the most magical Cast Member ever! Whilst waiting we heard him recite his childhood stories of Disney and recollections of his younger days (which also helped to calm a younger guest who was very tired too.) Steven really naturally shone and he totally depicted the Disney reputation of magical guest experience. Please recognize this wonderful Cast Member's behavior!*

-The Lawrence Family



Thank you for Making Magic!!



Excerpt from Guest Compliment:

*I wanted to take the time to commend **Steven** who was exceptionally patient, kind and helpful and demonstrated the "Disney" personaltiy that keeps me coming back.*

Steven and two other Cast Memebers were very patient with an inexperienced scooter driver who had a rogue scooter that wanted to go faster even in slow mode. They just smiled, assisted me and did not make me feel stupid or like I was a bother as they patiently assisted me getting on and off the bus, even with a line of Guests and a schedule.

12/25/14

Wow! Two Guest
letters this month.
Thank you Steven!!
Jason

This is fantastic!
Great job, Steven!
Trevor

Steven,

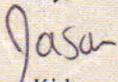
Thank you for following Walt Disney's vision for a great Guest Experience by displaying and following **The Four Keys Basics Behaviors: Safety, Courtesy, Show, Efficiency:**

- *I practice safe behaviors in everything I do.*
- *I project a positive image and energy.*
- *I stay in character and perform my role in the show.*
- *I perform my role efficiently so Guest gets the most out of their visit.*

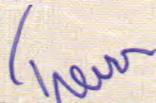
Enclosed is a letter that was recently sent to us from a Guest that was positively impacted by your exceptional service. Please also find a token of our gratitude for a role well performed!

Keep delivering the **MAGIC!**

Sincerely,



Jason Kirk
Vice President
Transportation



Trevor Ocock
Director
Transportation Operations



Cast Member: Steve Cook Perner: 00819119
 Work Location: Buses
 Recognized by: Esther Carter Date: 10/12/2014
 Leader's Name & Signature: [Signature]

I recognize you for displaying The Four Keys Basics:
 Safety Courtesy Show Efficiency

Comments: for being courteous and respectful to the CUB while driving the back stage bus

Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps



Disney 110PS012617-S04155

Cast Member: STEVEN COOK Perner: 00819119
 Work Location: TRAINING BUSES
 Recognized by: Sarah Date: 11/6/15
 Leader's Name & Signature: [Signature]

I recognize you for displaying The Four Keys Basics:
 Safety Courtesy Show Efficiency

Comments: thank you for reporting a rear miss at the marketplace

Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps



Disney 110PS012617-S04155

To

Steve Cook

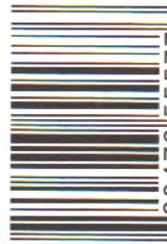
Buses
Trainer

Thank
You



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Steve

Thank you for all of
your help & additional
pointers to become
a successful Disney
BUS Driver.

Ray

McDonald

Cast Member: STEVEN COOK Perner #: 00819119
 Recognized by: SAL APRILE Date: 8-29-15
 Leader's Name: SAL APRILE
 Leader's Signature: [Signature]
SASB

I recognize you for displaying The Four Keys Basics:

Safety Courtesy Show Efficiency

Comments: FOR MOVING A CAST MEMBER FROM AN UNSAFE SITUATION IN THE ROAD.

Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps

©Disney 110/SP012817 5/04155



Cast Member: Steve Cook Perner: 00819119
 Work Location: _____
 Recognized by: Deidre Date: 9/21/15
 Leader's Name & Signature: Michelle Tice [Signature]

I recognize you for displaying The Four Keys Basics:

Safety Courtesy Show Efficiency

Comments: Training, but took care of ECV and guests waiting for DHS 4907-55 to DHS; 9:50am

Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.
Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps

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Thank you for all You do!!



Excerpt from Guest Letter:

*My family took a Disney bus from Epcot to Animal Kingdom and it was the best bus ride we've had. **Steve Cook** greeted all of us with a smile and welcomed us aboard. He announced that it was a little boy's birthday, a Guest's 1st time at Disney, and a couple's anniversary. We all ended up singing 'Happy Birthday' to the little boy.*

Steve was very entertaining by asking Disney trivia; some of the questions were easy and other more difficult. It was fun. He also told us of his favorite ride, the "Flights of Wonder" in Asia at Animal Kingdom.

He is also one of the better drivers at WDW; he accelerated slowly and stopped very gently. This is important when you have Guests standing in the aisle.

Please give Steve the attached picture that our daughter drew. It is a self-portrait and it has the "Flights of Wonder" on it since this is the show that he mentioned was his very favorite at WDW.

Thank you,
Sammy G.

The Four Keys

SAFETY · COURTESY · SHOW · EFFICIENCY



Thank
you!!

By: Emma
8/29/15

Steve -
This is a great Guest
letter. Thank You for
being such a great driver
for our guests!
Jason

Steve -
Great job! I
appreciate all that
you do for your
Guests - I also
appreciate your smooth
starting & braking!
drew

Steven,

Thank you for following Walt Disney's vision for a great Guest Experience by displaying and following **The Four Keys Basics Behaviors: Safety, Courtesy, Show, Efficiency:**

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- I perform my role efficiently so Guest gets the most out of their visit.

Enclosed is a letter that was recently sent to us from a Guest that was positively impacted by your exceptional service.

Keep delivering the **MAGIC!**
Sincerely,

Jason
Jason Kirk
Vice President
Transportation


Trevor Ocock
Director
Transportation Operations

Great job Steve.
Thank you!
Jason

Thank you, Steve! I
appreciate the service you
provide to your guests.
Khan

Steve,

Thank you for following Walt Disney's vision for a great Guest Experience by displaying and following **The Four Keys Basics Behaviors: Safety, Courtesy, Show, Efficiency:**

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Keep delivering the **MAGIC!**

Sincerely,

Jason

Jason Kirk
Vice President
Transportation

Khan P Ocock

Trevor Ocock
General Manager
Transportation



Thank you all You do!!



Excerpt from Guest Letter:

*I would like to take a few moments of your time to give a big “thank you” to one of the Disney bus drivers, **Steve Cook**. On January 23, 2016, we were given the pleasure of having Steve from Minnesota as our bus driver from Hollywood Studios to the Grand Floridian.*

Steve was such a nice man! He had a trivia game for the whole bus to participate in, acknowledged people on the bus with birthdays, anniversaries and the little girls dressed as princesses, etc.

I just wanted Management to know that Steve is an awesome Cast Member!!

JoAnne

Letter to Walt Disney World:

Can you send this letter to your upper management about a Disney Bus driver?

We (me and my family) were taking a bus from Magic Kingdom to Caribbean Beach Hotel on Sunday May 1st 2016 to use the pool for an hour to cool off. Then we went back to Magic Kingdom for the evening.

We had the best experience on the bus from Magic Kingdom to our hotel from your bus Driver.

It is our daughters birthday (Sally) that same day. Anyway when we arrived in the bus stop at Magic Kingdom to go to Caribbean Beach resort there were many people on the bus already when we arrived on the bus and as soon as Sally got on the bus the whole bus said HAPPY BIRTHDAY SALLY and sang the happy birthday song to her. She is 8. We were all so very surprised as we just got on the bus and didn't know anyone.

What we found out was that the bus driver saw the Happy Birthday button Sally was wearing and told the people that were on the bus already that a birthday girl was just about to board the bus. And he got them all to sing Happy Birthday to Sally.

What a surprise. He introduced himself as Steve Cook from Minnesota, said Happy Birthday. He asked us how we were doing too. We sat in front by him and it was the best bus ride we have ever had (and we come down to Disney about once a year).

He told us Disney facts, some helpful hints about the park, and his favorite attractions, shows and his favorite restaurant (so far). (He said it was the Skillet lunch at Whispering Canyon Café at the Wilderness Lodge). He then gave Sally and Brad (our son) a "Transportation Card" and buses are so very fun for Brad (he LOVES the bus since he doesn't have to sit in a car seat and be belted into it). He is treasuring that card. When we got off he said thank you for visiting Walt Disney World and asked if we had any questions that he could answer.

But not only that, but a couple hours later we came back to Magic Kingdom and saw that same driver (Steve Cook from Minnesota) on the sidewalk just outside the bus stops at Magic Kingdom, this time he was wearing an orange vest and had an orange lit-up flashlight.

But this next part really surprised us is that when we saw him on the sidewalk that evening in the orange vest, we said hi and he said hi back BUT he also remembered Sally and Brad's names. It had been about 3 hours after the bus ride and Steve Cook from Minnesota remembered our kids names. How sweet. That made our children (and us) so VERY, VERY, VERY happy and made this trip the best we can remember (except for our honeymoon many years ago). We asked him why he wasn't driving the bus now, he said he is a Disney Bus Trainer and today he had the opportunity to do some driving and also work with the people in the bus stops at Magic Kingdom in addition to driving and training.

Disney World is so very lucky that you can you have someone so nice working for you. He made our trip this time to Disney World the best.

Carol and George Warbritton and Sally and Brad.
Des Moines, IA

PS: Can you send this letter to your management? AND make sure Steve gets a copy too.

I wrote this up on our laptop, saved a copy, drove to the Convention Center at Coronado Springs to print this letter to make sure we got it to Steve Cook and his managers before we left to go to another park today.

Cast Member: Steve Cook Perner: 00819119

Work Location: AK

Recognized by: Shawn Little Date: 5/13/14

Leader's Name & Signature: AL Shawn Little

I recognize you for displaying The Four Keys Basics:

- Safety Courtesy Show Efficiency

Comments: Thank you Steve for taking such good care of our guests!



Card must be filled out neatly and completely to be eligible for The Four Keys Fanatic drawing.

Top copy: Place in The Four Keys Fanatic box at recipient's work location
Bottom copy: The Four Keys Fanatic recipient keeps

The Four Keys Recognition

Cast Member:

Steven M Cook (Steve)

Pernr #:

819119

Recognized by:

Charles P Browne (Charlie)

Date:

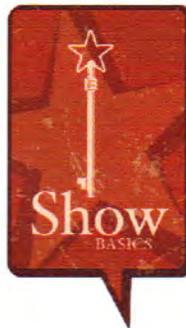
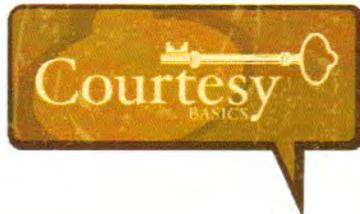
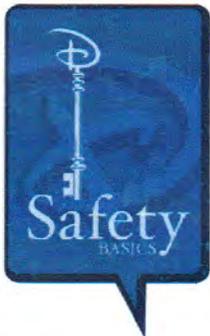
May 14, 2016

Leader's Name:

Cory L Ward



I recognize Steve for displaying The Four Key Basics:

**Comments:**

Steve did a great job loading a handicap passenger first, while being extremely courteous too guests. Wishing guests happy birthday, using the buses automated system to entertain the guests. Steve also gave guests information about Epcot. Steve followed DOT regulations concerning strollers. Great ride on 5/14/2016 4:37pm Hollywood to the Poly.

Charles P Browne (Charlie) has sent this Four Keys Recognition to Steven M Cook (Steve)'s supervisor Cory L Ward at Cory.L.Ward@disney.com at 1:42 pm on on Saturday 14th May 2016

Great job Steven!
Thank You,
Jason

Thank you, Steven!
& appreciate all that
you do. Jason

Steven,

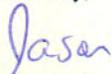
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Sincerely,



Jason Kirk
Vice President
Transportation



Trevor Ocock
General Manager
Transportation



**Thank you for all
You do!!**



Excerpt from Guest blog @WDWToday:

*Bus driver **Steven Cook** on Epcot to Old Key West route with Trainee was very friendly, informative and entertaining!*

JSampson70