



Workforce Management: The Team Behind the Magic of Cast Scheduling

Have you ever wondered who manages and creates the thousands of Walt Disney World Resort schedules that keep the resort running all year round?

Well, it has a lot to do with the Workforce Management team. They determine Cast Member workload, create schedules, and ensure everyone gets their time off and vacations. From numerous partnerships to analyzing numbers and processing information, so much happens behind the scenes before Cast schedules even drop.



The Workforce Management team starts by learning the various business priorities and drivers that are anticipated to influence the operations. With over 700 locations to support, these Cast Members combine their skills and understanding of workload to convert it into schedules, resulting in a smooth operation for every part of the business.

"My job is to determine workload, so areas have enough Cast working to provide exceptional guest service," Senior Workforce Forecaster Cecile said. "It feels like an intricate puzzle to solve, but it's extremely rewarding when you can make the unimaginable a reality for our locations."

Cast Members like Cecile also work with the proprietors of each operation to share their expertise in how to efficiently run the resort and find creative solutions to support the teams.

Cast schedules do not stop there. Schedulers bridge efficiency with business initiatives as they spend their time investigating contractual guidelines, running audits, scheduling reports and more.



But what about the requests for days off and well-deserved vacations for our Cast Members you may ask? The Workforce Management Cast includes team members who evaluate seniority, approve days off and manage vacation bids across property. They work closely with the scheduling team to find ways to accommodate the numerous requests. The team also provides resources for Cast who speak different languages, ensuring they are able to learn about the schedule bid process and have their questions answered.

“We interact with Cast daily,” Scheduling Specialist Anthony said. “Cast Members are like our Guests, and we love making scheduling magic for them while they make memories for our Guests!”

The efforts of the Workforce Management team results in world-class guest service for tens of thousands of Guests daily. From their commitment to prioritizing Cast Members to their detail-oriented approach and creative solutions when making weekly schedules, this team is the key to efficiency throughout Walt Disney World Resort.

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Confirming with Cecile's team, she will get back to me Monday, Oct. 16 [HD1] [HD1]
Please list here title instead of Cast Member [AC2] [AC2] [AC2]
does this have to be capitalized? [ZM3] [ZM3]
add Kathy's title and quote [AC4] [AC4]
Please add Anthony's process here and note something that will match his photo. [AC5]
[AC5] [AC5]