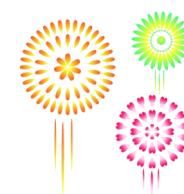




**-INSIDE-**

- Cultural Representative Programs at the Walt Disney World® Resort
- Longing for the Season    ■ From Our *SENPAI*    ■ Recent Activities    ■ Information



## Cultural Representative Programs at the Walt Disney World® Resort-

MITSUKOSHI ORLANDO provides you with a cultural representative at the Walt Disney World® Resort. In this program, as part of the Epcot® team, you will introduce Japanese culture to the guests from all over the world and make them discover the richness and diversity of world cultures. Here are the reports from Florida, USA.

**Kaori Shioya**, Faculty of Education, International Understanding, participated in this program:

Hello! Have you heard of the place of “where dreams come true”? ...Yes, it’s the theme parks created by Walt Disney. There my dreams came true!!

I worked for Walt Disney World’s Epcot theme park in Florida, USA for one year! Before flying to Florida, I had four Japanese/English interviews and was selected as a Disney cultural representative. I credit my success in applying to Dr. Mark Stafford, because he helped me a lot throughout the process.



My workplace was at the Japan Pavilion at Disney’s Epcot theme park. I introduced people from all around the world to Japanese cultural items such as kimonos and bonsai.

I also interacted with many different cultures. For example, American managers said things like “You gotta be fun! You can’t make guests happy if you are not happy!” On the other hand, Japanese managers said things like, “Be professional of *Omotenashi*. Guests are of most importance.” I realized how cultural differences influenced cast members attitudes while working. I thought *Omotenashi* was a very unique culture and we needed to value it. One example was on one memorable day, I met a girl who had really wanted a kimono, but her mother told her “I can’t afford it”. I saw the girl crying, and so I made a kimono using origami and gave it to her. The girl and her mother smiled.

Disney World makes moments of happiness a goal for cast members to share with the guests. They are called a magical moment in Disney World, and magical moments connect people’s hearts. I shared many magical moments at Disney World, and magical moments connect people’s hearts. I shared many magical moments from the other cast members and Disney guests.

From my experience representing culture, I realized how smile is universal. And that if everyone can create a magical moment each day, everyone becomes happier and in turn make the world a happier place.



**Shunsuke Hamamura**, Faculty of Education, International Understanding, participates in this program now:

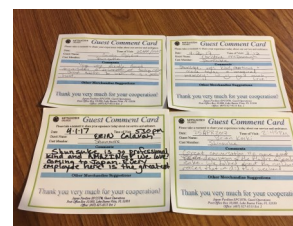
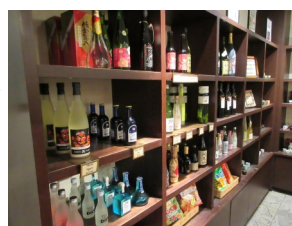


Hello everyone! This is Shunsuke, I’m currently working at Walt Disney World as a cast member. I work at the “Festivity” section at the Japan pavilion, and have several opportunities to talk to guests. In my work, the “Bartender” is the most excellent position because we can create many opportunities for guests to have fun trying Japanese “Sake”. I began learning about it since I arrived in Orlando, Florida. Slowly, I’m beginning to understand why people are fascinated by it. - “Which one would you like to taste, sweet or dry?”- This is what I ask first. Based on each guest’s preferences, I recommend and explain the different types of Sake. While tasting, I describe the ingredients and the best way to drink each one, hot or cold. When someone reacts to my recommendation positively, this gives me confidence, however, when the reaction is negative, then I feel that I have to learn more about it. In addition, I sometimes receive “Guest Comment cards”. I will always treasure every message and advice. At the same time, it encourages me to fulfill my ambition to become a specialist in Japanese Sake through this program.

While I am talking about liquor, let me introduce you to one of my enjoyable experiences at the EPCOT. There are 11 international pavilions and all pavilions have their original liquor, tasting every one in one day is called “Drinking around the World”, including delicious beer from Germany, and one can taste three types of liquor in small glasses called “Beer Fright”. In addition, one can accept the challenge to drink over 40% alcohol by drinking liquor shots of “Aquavit” from Norway! Actually, I have attempted this crazy challenge with my co-workers, and conquered it somehow. This is a paradise for heavy drinkers.

Finally, I will tell you about the Disney resort and dining experience. Disney hotels and food experiences are things that you will be entertained. At the restaurants, you can have an opportunity to take photos with a Disney character. Every restaurant has a particular character that entertains visitors at each table. You may have your picture with them as a memory of your visit. Disney magic is not only on-stage but also everywhere during your time at the Walt Disney World.

See you soon, bye-bye!



## Longing for the Season -



SUMMER IS ALMOST HERE!! - by Alexis Kinch

Hear ye! Hear ye! Summer is fast approaching! Do you know what THAT means?!

The sounds of African style drums, cymbals, live bass guitars and stereo sound systems will fill the streets of Bridgetown, Barbados to celebrate the annual CROP OVER FESTIVAL!

That's right! Every year in my home island, the streets come alive in August with pulsating rhythms, performers, food stalls, live 'calypso' music blaring from stereo trucks, feathery costumes and many dancing visitors mingling with locals from morning.....to night...to morning again!

Crop Over festival commemorates the harvest/reaping of the last sugar cane crop for the season. Long months of hard work in the fields culminate with this national festival. In Japan, there will be a somewhat similar Caribbean dance costume festival happening in Kochi Prefecture on August 10th-11th! I was so happy to know about this cultural exchange between Japan and the Caribbean islands. If you want to observe and experience a bit of my Caribbean culture, why don't you go there! In Barbados, we have this popular saying ---

"Crop Over, more than a festival.... it sweet fuh (for) days!" which means "Crop Over is a time to be happy, relaxed and celebrate life....and where strangers become family!"

Quite a positive approach to life in general, I think!



## From Our SENPAI -

**Suzuka Kawasaki**, Faculty of Law and Letters, Humanities,  
graduated in March, 2017:

Hello, everyone. My name is Suzuka Kawasaki and I graduated from Ehime University last March. As an English Professional Course student, I attended various classes and met wonderful teachers, staff, and classmates. Thank you so much for a great time to improve my English skills. Now, I am really glad to tell you all on this newsletter that I will go to the U.K. this summer to start my postgraduate course!! From August, I will study Education and Development at the University of East Anglia and try hard to get the master's degree. The university is located in Norwich, which lies about 100 miles north-east of London. The campus boasts rich nature and it has a 24-hour



library, a gym, a medical center, shops and pubs. I can't wait to study and live there with brilliant professors and students from all over the world!! I would like to let you know how it goes during my stay in the U.K.!! See you then!!

## Recent Activities -

- "Let's Enjoy English" was held on May 8 - July 25. As for this conversation class, nine teachers performed for each ten times during this period, and a total of 331 students participated.
- "Yarinaoshi Eigo Jyuku" was held on May 9 - July 11. This remedial English class was held 8 times and 31 students participated.
- "Support Class" was held on May 11 - July 27. This class was held 3 times in the first quarter and 6 times in the second quarter, and in total 22 students participated to pass the term exam.
- "The English Professional Course Middle Meeting and SEA Program Send-Off Party" were held on July 19.

## Information -

- ▶ Student Self-Learning Room and Chat Room will be closed from August 14 to 16. They open as usual during the summer vacation except these closed days. We hope many of you will come to study. \*Open: 9:00-17:00 Mon-Fri, except Aug 14-16

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