



WELCOME

# PHOTO GALLERY

Guest Speaker | Workshops | Leadership Coach | Operational Assessments

EMPLOYEE ENGAGEMENT | LEADERSHIP | ONBOARDING | SERVICE EXCELLENCE **CUSTOMER EXPERIENCE | OPERATIONS | LUXURY & PREMIUM SERVICES** 





# BARRY'S FIRST DISNEY ROLE...RECREATION HOST (LIFEGUARD)



Resident Manager at Disney's Polynesian Resort Hotel Manager and Food & Beverage Director at Disney's Grand Floridian Resort and Spa

## **BARRY'S EARLY MANAGEMENT ROLES AT WALT DISNEY WORLD**







## **GROUND BREAKING CEREMONY HONG KONG DISNEYLAND**







Michael and Jane Eisner (center)

## **TOKYO DISNEYLAND GRAND OPENING**



Task Force team members spent evenings at Davey Crockett Ranch, winding down from busy days as part of the opening crew at Euro Disney. Pictured L. to R. Judson Green at the piano, unknown Cast Member, Clint Westbrook, Mike Lodge, Barry Jacobson (front)



#### **EURO DISNEY OPENING TEAM HIGHLIGHTS**





5th Anniversary Disney Board of Director's Executive Team

#### **DISNEYLAND PARIS 5TH ANNIVERSARY**





#### **DALLAS COWBOY'S AT&T STADIUM, VICE PRESIDENT OF SUITES & SPECIAL EVENTS**

#### **SUPERBOWL XLV AT DALLAS COWBOY'S AT&T STADIUM**









# D23 expo

A NEW PROPOSAL: Wait Disney President and CEO Bab Iger presents on enthused Betty White with her Disney Legends award at the Legends Coremony on Sectember 10

The D23 Expo was chock-full of exciting announcements, surprise celebrity appearances and special treats for fans of all things Disney. Here are some of our favorite moments from the first-of-its-kind event, which took place in Anaheim, California on September 10-13 and brought together every line of business from The Walt Disney Company under one roof. Make sure to pick up the October 9 *Newsreel* for complete post-Expo coverage. Enjoy!



EXPOSING INFORMATION: John Travolta and Wat Disney Studies Chairman Dick Cook talk about John's upcoming Old Dags and Wild Hogs 2 at the Walt Disney Studies presentation on September 11.





A WHOLE NEW WORLD: Chairman of Walt Disney Parks and Resorts Jay Rasulo unveils exciting plans to update the Disneyland and Walt Disney World Star Burs attractions while Storm Troopers cover his back.

OFENING DAY MAGIC: VP, Corporate Communications and Head of D23 Steven Clark and D23 Expo General Manager Barry Jacobson prepare for the excitement and magic on the show floor at the Anaheim Convention Center on September 10.

#### **GENERAL MANAGER, INAUGURAL D23 EXPO - THE ULTIMATE DISNEY FAN EVENT**





#### **D23 Star Tours Event** Walt Disney World



## **DISNEY'S D23, THE OFFICIAL DISNEY FAN CLUB**



Guest Speaker at D23 Private Event Walt Disney World







Signature Events at Golden Oak Community



New Playground Ribbon Cutting with Special Guest, Mickey Mouse

#### **DISNEY'S GOLDEN OAK COMMUNITY AT WALT DISNEY WORLD RESORT**





'Bon Voyage' Golden Oak Residents Heading on Disney Cruiseline





#### **DISNEY'S GOLDEN OAK COMMUNITY SIGNATURE EVENTS**



Barry developed the Disney Character Couture Makeovers in collaboration with his creative team. This initiative became a successful new business line, enhancing Disney's existing Spa and Salon Services.

#### **DISNEY'S CHARACTER COUTURE MAKEOVERS**





#### **CLUB 33 PRIVATE SIGNATURE CLUBS AT WALT DISNEY WORLD**





Barry initially delivered a 2-Day intensive program for Panorama that included a 1-hour presentation to over 400 employees via Zoom and a 2-day, engaging, inperson, and hands-on workshop for Panorama leaders in creating a culture of excellence and patient experience. This was followed by an intensive 18-month leadership and patient experience program.



#### **PANORAMA ORTHOPEDICS & SPINE CENTERS OF COLORADO**

#### PANORAMA Orthopedics & Spine Center





Live Nation Premium Keynote Speaker, House of Blues, Walt Disney World



Florida Society of Association Executives, Luncheon Guest Speaker, Daytona, FL

#### **KEYNOTE SPEAKER & WORKSHOP PRESENTER**



#### Urban Air Adventure Park, Leadership Training Program Waukesha, WI



Jefferson Apartment Group 3,945 followers +

This year's National Managers Summit brought together our Community Managers, Regional Managers and Operations Team for a three day enrichment and education event at JAG's McLean, Virginia corporate headquarters. Led by JAG Management Company President, Patty Holt, the annual Managers Summit is a forum to discuss new initiatives and industry trends along with relationship-building opportunities. Among the highlights, our CEO, James A Butz, and CFO, James Duncan, provided corporate updates, and the keynote speaker Barry Jacobson, a former senior Disney Executive, shared his insights in building the customer experience.

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Jefferson Apartment Group (JAG), Keynote Speaker, Tyson's Corner, VA







#### **KEYNOTE SPEAKING, WORKSHOPS & LEADERSHIP TRAINING**



Pursuing Excellence Never Stops... That is the PENS way. Barry, thank you so much for your experience and insight. You and your team have been instrumental in assisting us with the development of the Penguins U college program.

Amanda Susko | Senior Director, Pittsburgh Penguins Foundation



## **SPECIAL PROJECTS, THE PITTSBURGH PENGUINS**





A 2-Part Leadership Life Stories Interview, 'Taking Care of Your People, Customer Service, Leadership, & Premium Service,' with Rebecca Morgan and J.B. Adams



**Barry Jacobson** BarryJacobsonConsulting.com

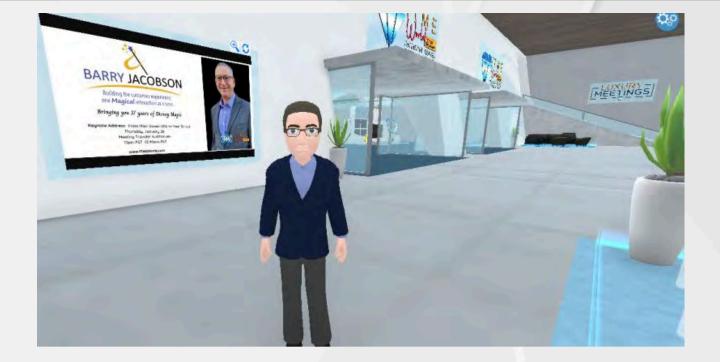
**Rob Anspach** AnspachMedia.com

Podcast Interview with Rob Anspach, **Being Deliberately Different** 



Podcast Interview with Michelle Burdo, 'Putting the 'Hospital' into 'Hospital-ity'

#### **PODCASTS & WEBINARS**

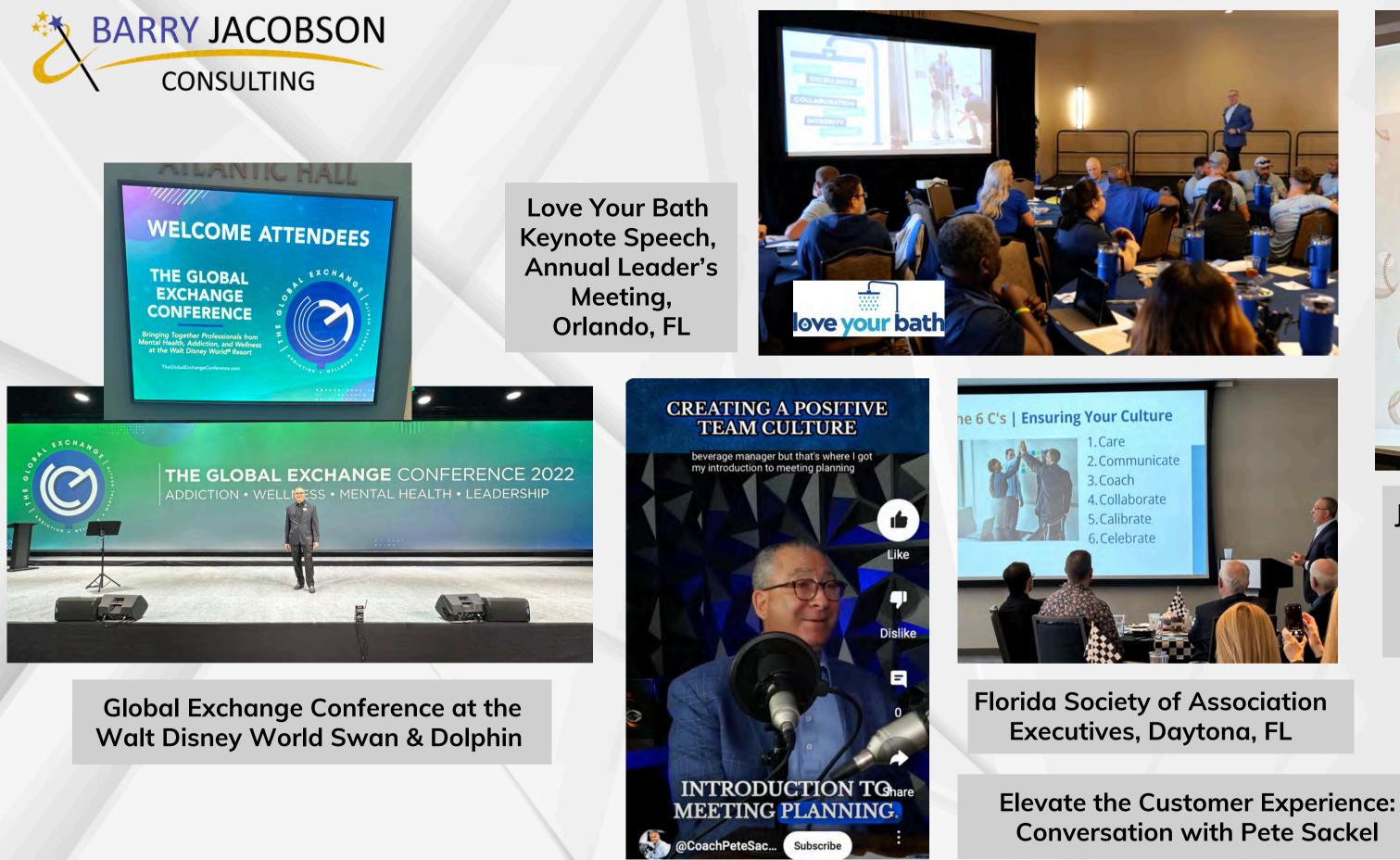


Barry, as an Avatar in a Virtual World, delivered the closing Keynote Speech for Luxury Meetings at ITME World, 2021 Incentive Travel **Meetings & Events Conference.** 



**Podcast Facebook Live Broadcast for RE/MAX** re: Customer Experience and Leadership





#### **KEYNOTE SPEAKING & CONFERENCES**





Jefferson Apartment Group Management Company, **Annual Leader's Meeting** 3-Hour Workshop, **Baltimore**, MD





(Top Left): Disney Club 33 Cast Members, Central Florida Food Bank

(Center): 'Golden Oak Gives,' Give Kids The World

(Bottom): Special Olympics, Plane Pull

(Right): Operation Shared Shoes 501 (c)(3)



# **COMMUNITY ENGAGEMENT**





Disney's Grand Floridian Resort & Spa



Disney's Special Events Team



Disney's Golden Oak Markhams **Restaurant Team** 

#### **SPECIAL TEAMS THROUGH THE YEARS**



#### Disney's Golden Oak Team



