

Creating Magic 10 Common Sense Leadership Strategies From A Life At Disney 1st Published

“ It ’ s not the magic that makes it work; it ’ s the way we work that makes it magic. ” The secret for creating “ magic ” in our careers, our organizations, and our lives is simple: outstanding leadership—the kind that inspires employees, delights customers, and achieves extraordinary business results. No one knows more about this kind of leadership than Lee Cockerell, the man who ran Walt Disney World® Resort operations for over a decade. And in Creating Magic, he shares the leadership principles that not only guided his own journey from a poor farm boy in Oklahoma to the head of operations for a multibillion dollar enterprise, but that also soon came to form the cultural bedrock of the world ’ s number one vacation destination. But as Lee demonstrates, great leadership isn ’ t about mastering impossibly complex management theories. We can all become outstanding leaders by following the ten practical, common sense strategies outlined in this remarkable book. As straightforward as they are profound, these leadership lessons include: Everyone is important. Make your people your brand. Burn the free fuel: appreciation, recognition, and encouragement. Give people a purpose, not just a job. Combining surprising business wisdom with insightful and entertaining stories from Lee ’ s four decades on the front lines of some of the world ’ s best-run companies, Creating Magic shows all of us – from small business owners to managers at every level – how to become better leaders by infusing quality, character, courage, enthusiasm, and integrity into our workplace and into our lives.

A simple guide to a smarter strategy for the individual investor A Wealth of Common Sense sheds a refreshing light on investing, and shows you how a simplicity-based framework can lead to better investment decisions. The financial market is a complex system, but that doesn't mean it requires a complex strategy; in fact, this false premise is the driving force behind many investors' market "mistakes." Information is important, but understanding and perspective are the keys to better decision-making. This book describes the proper way to view the markets and your portfolio, and show you the simple strategies that make investing more profitable, less confusing, and less time-consuming. Without the burden of short-term performance benchmarks, individual investors have the advantage of focusing on the long view, and the freedom to construct the kind of portfolio that will serve their investment goals best. This book proves how complex strategies essentially waste these advantages, and provides an alternative game plan for those ready to simplify. Complexity is often used as a mechanism for talking investors into unnecessary purchases, when all most need is a deeper understanding of conventional options. This book explains which issues you actually should pay attention to, and which ones are simply used for an illusion of intelligence and control. Keep up with—or beat—professional money managers Exploit stock market volatility to your utmost advantage Learn where advisors and consultants fit into smart strategy Build a portfolio that makes sense for your particular situation You don't have to outsmart the market if you can simply outperform it. Cut through the confusion and noise and focus on what actually matters. A Wealth of Common Sense clears the air, and gives you the insight you need to become a smarter, more successful investor.

After failing to come into her powers, sixteen-year-old Voya--a Black witch living in near-future Toronto--is forced to choose between losing her family's magic forever, a heritage steeped in centuries of blood and survival, or murdering her first love, a boy who is supposedly her genetic match.

Now, for the first time, one element of the methods behind the magic that is the Walt Disney World Resort--quality service--is revealed. The book outlines proven Disney principles and processes for helping an organization focus its vision and align its people into a strategy that delivers on the promise of exceptional customer service.

The 39 Essential Rules for Delivering Sensational Service

10 Common Sense Leadership Strategies from a Life at Disney

The Customer Rules

A Guide for Applying Disney World's Secrets of Success to Your Organization, Your Career, and Your Life

Lessons from a Disney Leadership Journey

Sophie's World

This second book in the acclaimed Bliss trilogy mixes the down-home heart-punch of Ingrid Law's Newbery Honor Book Savvy, the always-on-the-edge-of-chaos comedy of Cheaper by the Dozen, and a humorous magic all its own to create a thoroughly original confection to please every reader's sweet tooth! The Bliss family's magical Cookery Book was stolen by evil Aunt Lily at the end of Bliss, the first novel in the series. Now twelve-year-old Rosemary has a chance to win it back: she challenges her aunt to an Iron Chef-style international baking competition in Paris. But the only way to beat the cheating Aunt Lily is to gather magical ingredients of her own. Together with her brothers and their talking cat and mouse, Rose races across Paris--from the Eiffel Tower to the Cathedral of Notre Dame to the Mona Lisa in the Louvre Museum--to gather what she needs to out-bake--and out-magic--her conniving aunt. If Rose wins, the cherished Cookery Book will return to her family where it belongs. If she loses--well, the consequences are too ugly to think about. . . .

One day Sophie comes home from school to find two questions in her mail: "Who are you?" and "Where does the world come from?" Before she knows it she is enrolled in a correspondence course with a mysterious philosopher. Thus begins Jostein Gaarder's unique novel, which is not only a mystery, but also a complete and entertaining history of philosophy.

Transform Your Business. The Disney Difference is must-reading for fans of Disney or for anyone who wants to apply the lessons and magic of Walt Disney to their organization. If you serve customers, charitable donors, or guests, this book will show you how you can give your best and give everyone a more magical experience.

"A poignant, necessary entry into the children's literary canon, Root Magic brings to life the history and culture of Gullah people while highlighting the timeless plight of Black Americans. Add in a fun, magical adventure and you get everything I want in a book!"--Justina Ireland, New York Times bestselling author of Dread Nation Debut author Eden Royce arrives with a wondrous story of love, bravery, friendship, and family, filled to the brim with magic great and small. It's 1963, and things are changing for Jezebel Turner. Her beloved grandmother has just passed away. The local police deputy won't stop harassing her family. With school integration arriving in South Carolina, Jez and her twin brother, Jay, are about to begin the school year with a bunch of new kids. But the biggest change comes when Jez and Jay turn eleven-- and their uncle, Doc, tells them he's going to train them in rootwork. Jez and Jay have always been fascinated by the African American folk magic that has been the legacy of their family for generations--especially the curious potions and powders Doc and Gran would make for the people on their island. But Jez soon finds out that her family's true power goes far beyond small charms and elixirs...and not a moment too soon. Because when evil both natural and supernatural comes to show itself in town, it's going to take every bit of the magic she has inside her to see her through. Walter Dean Myers Honor Award for Outstanding Children's Literature!

A Novel

Employee Engagement

The Ten Thousand Doors of January

Lessons from the Mouse House!

Be Our Guest

The Daily Show (The Book)

An exploration of how it's never too late to get organized.

Make small changes to your surroundings and create extraordinary happiness in your life with groundbreaking research from designer and TED star Ingrid Fetell Lee. Next Big Idea Club selection--chosen by Malcolm Gladwell, Susan Cain, Dan Pink, and Adam Grant as one of the "two most groundbreaking nonfiction reads of the season!" "This book has the power to change everything! Writing with depth, wit, and insight, Ingrid Fetell Lee shares all you need to know in order to create external environments that give rise to inner joy." --Susan Cain, author of Quiet and founder of Quiet Revolution Have you ever wondered why we stop to watch the orange glow that arrives before sunset, or why we flock to see cherry blossoms bloom in spring? Is there a reason that people--regardless of gender, age, culture, or ethnicity--are mesmerized by baby animals, and can't help but smile when they see a burst of confetti or a cluster of colorful balloons? We are often made to feel that the physical world has little or no impact on our inner joy. Increasingly, experts urge us to find balance and calm by looking inward--through mindfulness or meditation--and muting the outside world. But what if the natural vibrancy of our surroundings is actually our most renewable and easily accessible source of joy? In Joyful, designer Ingrid Fetell Lee explores how the seemingly mundane spaces and objects we interact with every day have surprising and powerful effects on our mood. Drawing on insights from neuroscience and psychology, she explains why one setting makes us feel anxious or competitive, while another fosters acceptance and delight--and, most importantly, she reveals how we can harness the power of our surroundings to live fuller, healthier, and truly joyful lives.

In Employee Engagement: Lessons from the Mouse House! Blank includes real-life stories, provides examples, and illustrates how the famous resort keeps over 50,000 cast members dedicated to their work. Readers will find many valuable tips, tricks, and techniques scattered throughout the following chapters: • Engage Them with Employee Development • Engage Them via Team Building • Engage Them through Motivation • Engage Them by Enhancing YOUR Leadership Skills • Engage Them by Amplifying YOUR Recognition Methods • Engage Them by Partnering and Building Relationships The author hopes supervisors, managers, and business owners will use this comprehensive guide to create a thriving environment within their own organizations. In the end, it's all about applying just the right amount of Disney magic!

A New York Times bestseller and USA Today bestselling book! From award-winning actor Neil Patrick Harris comes the magical first book in a new series with plenty of tricks up its sleeve. When street magician Carter runs away, he never expects to find friends and magic in a sleepy New England town. But like any good trick, things change instantly as greedy B.B. Bosso and his crew of crooked carnies arrive to steal anything and everything they can get their sticky fingers on. After a fateful encounter with the local purveyor of illusion, Dante Vernon, Carter teams up with five other like-minded illusionists. Together, using both teamwork and magic, they'll set out to save the town of Mineral Wells from Bosso's villainous clutches. These six Magic Misfits will soon discover adventure, friendship, and their own self-worth in this delightful new series. (Psst. Hey, you! Yes, you! Congratulations on reading this far. As a reward, I'll let you in on a little secret... This book isn't just a book. It's a treasure trove of secrets and ciphers and codes and even tricks. Keep your eyes peeled and you'll discover more than just a story--you'll learn how to make your own magic!)

A Far Wilder Magic

Blood Like Magic

Wicked As You Wish

How's the Culture in Your Kingdom?

The Disney Difference

Why Simplicity Trumps Complexity in Any Investment Plan

Miri is the non-twin child in a family with two sets of them--older brothers and younger sisters. The family has just moved to an old farmhouse in a new town, where the only good thing seems to be Miri's ten-sided attic bedroom. But when Miri gets sent to her room after accidentally bashing her big brother on the head with a shovel, she finds herself in the same room. . . . only not quite. Without meaning to, she has found a way to travel back in time to 1935 where she discovers Molly, a girl her own age very much in need of a loving family. A highly satisfying classic-in-the-making full of spine-tingling moments, this is a delightful time-travel novel for the whole family.

Bee is an orphan in the poor kingdom of Aradyn, and when she is caught stealing a bun from a bakery, the lonely baker offers to take her on as an apprentice--but when she meets Princess Anika, and the evil mage Joris who is her "guardian" she embarks on a journey to save Anika, and restore the kingdom its rightful ruler.

The former Executive Vice President of Walt Disney World shares indispensable Rules for serving customers with consistency, efficiency, creativity, sincerity, and excellence. Lee Cockerell knows that success in business--any business--depends upon winning and keeping customers. In 39 digestible, bite-sized chapters, Lee shares everything he has learned in his 40+ year career in the hospitality industry about creating an environment that keeps customers coming back for more. Here, Lee not only shows why the customer always rules, but also the Rules for serving customers so well they'll never want to do business with anyone but you. For example: Rule #1: Customer Service Is Not a Department Rule #3: Great Service Follows the Laws of Gravity Rule #5: Ask Yourself "What Would Mom Do?" Rule #19: Be a Copycat Rule #25. Treat Every Customer like a Regular Rule #39: Don't Try Too Hard As simple as they are profound, these principles have been shown to work in companies as large as Disney and as small as a local coffee shop; from businesses selling cutting-edge technologies like computer tablets to those selling products as timeless as shoes and handbags; at corporations as long-standing as Ford Motors and those as nascent as a brand new start-up. And they have been proven indispensable at all levels of a company, from managers responsible for hiring and training employees, setting policies and procedures, and shaping the company culture to front line staff who deal directly with clients and customers Chock-full of universal advice, applicable online and off, The Customer Rules is the essential handbook for service excellence everywhere.

New York Times bestseller! Artemis Fowl meets Men in Black in this exhilarating debut middle grade fantasy, the first in a trilogy filled with #blackgirlmagic. Perfect for fans of Tristan Strong Punches a Hole in the Sky, the Percy Jackson series, and Nevermoor. Amari Peters has never stopped believing her missing brother, Quinton, is alive. Not even when the police told her otherwise, or when she got in trouble for standing up to bullies who said he was gone for good. So when she finds a ticking briefcase in his closet, containing a nomination for a summer tryout at the Bureau of Supernatural Affairs, she's certain the secretive organization holds the key to locating Quinton--if only she can wrap her head around the idea of magicians, fairies, aliens, and other supernatural creatures all being real. Now she must compete for a spot against kids who've known about magic their whole lives. No matter how hard she tries, Amari can't seem to escape their intense doubt and scrutiny--especially once her supernaturally enhanced talent is deemed "illegal." With an evil magician threatening the supernatural world, and her own classmates thinking she's an enemy, Amari has never felt more alone. But if she doesn't stick it out and pass the tryouts, she may never find out what happened to Quinton. Plus don't miss the thrilling sequel, Amari and the Great Game!

If Disney Ran Your Hospital

Legendborn

The House in the Cerulean Sea

Lessons from the Mouse

A Dash of Trouble

The Midnight Library

Introducing an extraordinary new voice---a magical debut that will make your skin tingle, your eyes glisten . . . and your heart sing.

WINNER OF THE NEWBERY MEDAL • NEW YORK TIMES BESTSELLER WINNER OF THE ASIAN/PACIFIC AMERICAN AWARD FOR CHILDREN'S LITERATURE Would you make a deal with a magical tiger? This uplifting story brings Korean folklore to life as a girl goes on a quest to unlock the power of stories and save her grandmother. Some stories refuse to stay bottled up... When Lily and her family move in with her sick grandmother, a magical tiger straight out of her halmoni's Korean folktales arrives, prompting Lily to unravel a secret family history. Long, long ago, Halmoni stole something from the tigers. Now they want it back. And when one of the tigers approaches Lily with a deal--return what her grandmother stole in exchange for Halmoni's health--Lily is tempted to agree. But deals with tigers are never what they seem! With the help of her sister and her new friend Ricky, Lily must find her voice...and the courage to face a tiger. Tae Keller, the award-winning author of The Science of Breakable Things, shares a sparkling tale about the power of stories and the magic of family. Think Walk Two Moons meets Where the Mountain Meets the Moon! "If stories were written in the stars ... this wondrous tale would be one of the brightest."

--Booklist, Starred Review

What if every story you'd ever heard was true? Jack killed the giants. Red slayed the wolf. Rapunzel fled the tower. But the greatest one of all, had yet to be told. Once upon a time, the magical Kingdom of Avalon was left to wither and die after the Snow Queen encased it in ice. Its former citizens are now refugees. Which is why crown prince Alex and his protectors are stuck in... Arizona. Tala Makiling has lived her life as an outsider. Her family curse, the one that's doomed her to be a spellbreaker, someone who destroys magic, hasn't won her too many friends. Except Alex, who trusts her and her family to keep his royal identity a secret. And then one night, a famous creature of legend, the Firebird, appears in their tiny town, reigniting hope for their abandoned homeland. Alex and Tala team up with a ragtag group of new friends to journey back to Avalon. Their path is filled with danger—from deadly prophecies, to terrifying ice wolves, a traitor among them, and the Snow Queen herself. But if they succeed... their story would be legendary. "A great read for fans of fairy tales, myths and legends... Come for the adventure, stay for the sassy jerkwad firebird."—Kendare Blake, #1 New York Times bestselling author of the Three Dark Crowns series Gripping, fantastical, and delightfully funny, Wicked As You Wish is perfect for readers looking for: young adult magic, mythology, and folklore LGBTQ+ representation diverse characters creative new takes on classic stories fresh and dazzling world building Praise for Wicked As You Wish: "Glorious."—Shelf Awareness "Combining legends, myths, fairy tales, and classic children's literature from Oz to Neverland, Chupeco (The Bone Witch) creates an enchanting story that is both a feast for the senses and a unique spin on the hero's journey...A nail-biting quest that introduces a gripping new series."—STARRED review, Publishers Weekly "...A truly original novel. A deftly executed melding of folklore and reality grounded in contemporary issues."—STARRED review, Kirkus

Faced with a dull summer in the city, Jane, Mark, Katharine, and Martha suddenly find themselves involved in a series of extraordinary adventures after Jane discovers an ordinary-looking coin that seems to grant wishes.

The Candy Shop War

The Magic Misfits

Creating Magic

The Complete Guide to Adding Disney-Like Magic to Your Corporation Or Organization

The Magic Half

Perfecting the Art of Customer Service

An Instant New York Times Bestseller! Winner of the Coretta Scott King - John Steptoe for New Talent Author Award Filled with mystery and an intriguingly rich magic system, Tracy Deonn's YA contemporary fantasy reinvents the King Arthur legend and "braids together Southern folk traditions and Black Girl Magic into a searing modern tale of grief, power, and self-discovery" (Dhonielle Clayton, New York Times bestselling author of The Belles). After her mother dies in an accident, sixteen-year-old Bree Matthews wants nothing to do with her family memories or childhood home. A residential program for bright high schoolers at UNC – Chapel Hill seems like the perfect escape—until Bree witnesses a magical attack her very first night on campus. A flying demon feeding on human energies. A secret society of so called "Legendborn" students that hunt the creatures down. And a mysterious teenage mage who calls himself a "Merlin" and who attempts—and fails—to wipe Bree's memory of everything she saw. The mage's failure unlocks Bree's own unique magic and a buried memory with a hidden connection: the night her mother died, another Merlin was at the hospital. Now that Bree knows there's more to her mother's death than what's on the police report, she'll do whatever it takes to find out the truth, even if that means infiltrating the Legendborn as one of their initiates. She recruits Nick, a self-exiled Legendborn with his own grudge against the group, and their reluctant partnership pulls them deeper into the society's secrets—and closer to each other. But when the Legendborn reveal themselves as the descendants of King Arthur's knights and explain that a magical war is coming, Bree has to decide how far she'll go for the truth and whether she should use her magic to take the society down—or join the fight. This paperback edition of Legendborn contains a teaser to the thrilling sequel, Bloodmarked, as well as an exclusive short story from Selwyn Kane's perspective!

Drawing on the concepts and principles taught at the Disney Institute, a former Disney executive introduces a series of strategies designed to promote "magic" within any organization, enhanced by real-life anecdotes and sound business advice.

NEW YORK TIMES BESTSELLER The complete, uncensored history of the award-winning The Daily Show with Jon Stewart, as told by its correspondents, writers, and host. For almost seventeen years, The Daily Show with Jon Stewart brilliantly redefined the borders between television comedy, political satire, and opinionated news coverage. It launched the careers of some of today's most significant comedians, highlighted the hypocrisies of the powerful, and garnered 23 Emmys. Now the show's behind-the-scenes gags, controversies, and camaraderie will be chronicled by the players themselves, from legendary host Jon Stewart to the star cast members and writers-including Samantha Bee, Stephen Colbert, John Oliver, and Steve Carell - plus some of The Daily Show's most prominent guests and adversaries: John and Cindy McCain, Glenn Beck, Tucker Carlson, and many more. This oral history takes the reader behind the curtain for all the show's highlights, from its origins as Comedy Central's underdog late-night program to Trevor Noah's succession, rising from a scrappy jester in the 24-hour political news cycle to become part of the beating heart of politics-a trusted source for not only comedy but also commentary, with a reputation for calling bullshit and an ability to effect real change in the world. Through years of incisive election coverage, passionate debates with President Obama and Hillary Clinton, feuds with Bill O'Reilly and Fox, and provocative takes on Wall Street and racism, The Daily Show has been a cultural touchstone. Now, for the first time, the people behind the show's seminal moments come together to share their memories of the last-minute rewrites, improvisations, pranks, romances, blow-ups, and moments of Zen both on and off the set of one of America's most groundbreaking shows.

Wanting to be a part of her family's Dia de los Muertos preparations, Leonora sneaks out of school to discover her mother, aunt, and older sisters have been keeping a secret.

The 5 Principles of Disney Service and Relationship Excellence

An Oral History as Told by Jon Stewart, the Correspondents, Staff and Guests

How to Get More Done Every Day and Move from Surviving to Thriving

When You Trap a Tiger

Career Magic

Joyful

Polly loves words. And she loves writing stories. So when a magic book appears on her doorstep that can make everything she writes happen in real life, Polly is certain all of her dreams are about to come true. But she soon learns that what you write and what you mean are not always the same thing!

Funny and touching, this new chapter book series will entertain readers and inspire budding writers.

Leadership lessons from the iconic brand you can use to drive Disney-style success In helping Walt Disney create “The Happiest Place on Earth,” Van France and his team started a business revolution in 1955 that eventually became the Disney University—the employee training and development program that powers one of the most famous brands on earth. Disney U examines how Van France’s timeless company values and leadership expertise have turned into a training and development dynasty: the Disney U. The book reveals the heart of the Disney Culture and describes the company’s values and operational philosophies that support the world-famous Disney brand. Doug Lipp is an internationally acclaimed expert on customer service, leadership, change management and global competitiveness, specializing in the lessons he learned at the Disney U.

*AN INSTANT NEW YORK TIMES BESTSELLER AN INSTANT INDIE BESTSELLER ONE OF 2022’S MOST ANTICIPATED READS: * BUZZFEED * EPIC READS * GOODREADS * THE NERD DAILY * UNITED BY POP * “An utterly transportive read, unfolding into a world of crumbling manors and ancient forests. Allison Saft crafts a deliberate, intricate romance that will have you as unmoored as the characters.” —Chloe Gong, New York Times bestselling author of These Violent Delights A romantic YA fantasy perfect for fans of Erin A. Craig and Margaret Rogerson, about two people who find themselves competing for glory—and each other’s hearts—in a magical fox hunt. When Margaret Welty spots the legendary hala, the last living mythical creature, she knows the Halfmoon Hunt will soon follow. Whoever is able to kill the hala will earn fame and riches, and unlock an ancient magical secret. While Margaret is the best sharpshooter in town, only teams of two can register, and she needs an alchemist. Weston Winters isn’t an alchemist—yet. He’s been fired from every apprenticeship he’s landed, and his last chance hinges on Master Welty taking him in. But when Wes arrives at Welty Manor, he finds only Margaret. She begrudgingly allows him to stay, but on one condition: he must join the hunt with her. Although they make an unlikely team, they soon find themselves drawn to each other. As the hunt looms closer and tensions rise, Margaret and Wes uncover dark magic that could be the key to winning the hunt—if they survive that long. In A Far Wilder Magic, Allison Saft has written an achingly tender love story set against a deadly hunt in an atmospheric, rich fantasy world that will sweep you away. “Innovative, romantic, and intoxicating. A Far Wilder Magic is a diamond of the YA fantasy genre, with a fresh and artfully layered world and extraordinary characters to match.” —Amanda Foody, author of Ace of Shades*

A former Disney executive shares stories and leadership lessons from his twenty-six-year career at the company: “Engaging [and] effective.” —Lloyd J. Austin III, from the Foreword Dan Cokerell started his Disney journey as a parking attendant. Over the next twenty-six years—and nineteen different jobs—he became the Vice President of the biggest theme park in the world, The Magic Kingdom Park. During the course of his Disney career, Dan learned many life and leadership lessons and shares those learnings in How’s the Culture in Your Kingdom. Within its pages, Dan explains how to lead oneself and one’s team and organization by using relevant stories and practical examples from his Disney leadership journey. How’s the Culture in Your Kingdom helps prepare leaders to lead their team by teaching them how to: Surround themselves with the right people Build trusting relationships Set clear expectations Provide regular feedback, positive and critical

How to Stay on Track to Achieve a Stellar Career

Time Management Magic

The Magicians

The Experience

Book 1

Common Sense Leadership Principles

The purpose of this book is to offer leaders, and followers, simple yet profound ideas that go right to the heart of leadership: Integrity, Character, Loyalty and Passion. This book assist in the preparation of individuals to be leaders and provide the means in the organization for everyone to grow and excel. Great leaders are great simplifiers. They all believe in the KISS principle (Keep It Simple Stupid). “Thoughts While Shaving” continually emphasizes the KISS principle.

Outstanding leadership is the kind that inspires employees, delights customers, and achieves extraordinary business results. And no one knows more about this kind of leadership than Lee Cockerell, the man who ran Walt Disney World® Resort operations for over a decade. In Creating Magic, he shares the ten practical, common sense strategies that guided his own journey from a poor farm boy in Oklahoma to the head of operations for a multibillion dollar enterprise. Combining surprising business wisdom with insightful and entertaining stories from his four decades on the front lines of some of the world’s best-run companies, Lee shows all of us - from small business owners to managers at every level - how to become better leaders by infusing quality, character, courage, enthusiasm and integrity into our workplaces and our lives.

When fifth-graders Nate, Sumner, Trevor, and Pigeon meet the new candy store owner Mrs. White, she gives them magical candy that endows them with super powers, but soon they find that along with these benefits are dangerous consequences.

A NEW YORK TIMES, USA TODAY, and WASHINGTON POST BESTSELLER! A 2021 Alex Award winner! The 2021 RUSA Reading List: Fantasy Winner! An Indie Next Pick! One of Publishers Weekly’s “Most Anticipated Books of Spring 2020” One of Book Riot’s “20 Must-Read Feel-Good Fantasies” Lambda Literary Award-winning author TJ Klune’s bestselling, breakout contemporary fantasy that’s “1984 meets The Umbrella Academy with a pinch of Douglas Adams thrown in.” (Gail Carriger) Linus Baker is a by-the-book case worker in the Department in Charge of Magical Youth. He’s tasked with determining whether six dangerous magical children are likely to bring about the end of the world. Arthur Parnassus is the master of the orphanage. He would do anything to keep the children safe, even if it means the world will burn. And his secrets will come to light. The House in the Cerulean Sea is an enchanting love story, masterfully told, about the profound experience of discovering an unlikely family in an unexpected place—and realizing that family is yours. “1984 meets The Umbrella Academy with a pinch of Douglas Adams thrown in.” —Gail Carriger, New York Times bestselling author of Soulless At the Publisher’s request, this title is being sold without Digital Rights Management Software (DRM) applied.

Polly Diamond and the Magic Book

Amari and the Night Brothers

Disney U: How Disney University Develops the World’s Most Engaged, Loyal, and Customer-Centric Employees

A Wealth of Common Sense

The Surprising Power of Ordinary Things to Create Extraordinary Happiness

A Novel About the History of Philosophy

“A gorgeous, aching love letter to stories, storytellers and the doors they lead us through...absolutely enchanting.”--Christina Henry, bestselling author of Alice and Lost Boys LOS ANGELES TIMES BESTSELLER! In the early 1900s, a young woman embarks on a fantastical journey of self-discovery after finding a mysterious book in this captivating and lyrical debut. In a sprawling mansion filled with peculiar treasures, January Scaller is a curiosity herself. As the ward of the wealthy Mr. Locke, she feels little different from the artifacts that decorate the halls: carefully maintained, largely ignored, and utterly out of place. Then she finds a strange book. A book that carries the scent of other worlds, and tells a tale of secret doors, of love, adventure and danger. Each page turn reveals impossible truths about the world and January discovers a story increasingly entwined with her own. Lush and richly imagined, a tale of impossible journeys, unforgettable love, and the enduring power of stories awaits in Alix E. Harrow’s spellbinding debut—step inside and discover its magic.

Using examples from his work with Disney and as a senior-level hospital executive, author Fred Lee challenges the assumptions that have defined customer service in healthcare. In this unique book, he focuses on the similarities between Disney and hospitals--both provide an "experience," not just a service. It shows how hospitals can emulate the strategies that earn Disney the trust and loyalty of their guests and employees. The book explains why standard service excellence initiatives in healthcare have not led to high patient satisfaction and loyalty, and it provides 9 1/2 principles that will help hospitals gain the competitive advantage that comes from being seen as "the best" by their own employees, consumers, and community.

The New York Times bestselling novel about a young man practicing magic in the real world, now an original series on SYFY “The Magicians is to Harry Potter as a shot of Irish whiskey is to a glass of weak tea. . . . Hogwarts was never like this.” —George R.R. Martin “Sad, hilarious, beautiful, and essential to anyone who cares about modern fantasy.” —Joe Hill “A very knowing and wonderful take on the wizard school genre.” —John Green “The Magicians may just be the most subversive, gripping and enchanting fantasy novel I’ve read this century.” —Cory Doctorow “This gripping novel draws on the conventions of contemporary and classic fantasy novels in order to upend them . . . an unexpectedly moving coming-of-age story.” —The New Yorker “The best urban fantasy in years.” —A.V. Club Quentin Coldwater is brilliant but miserable. A high school math genius, he’s secretly fascinated with a series of children’s fantasy novels set in a magical land called Fillory, and real life is disappointing by comparison. When Quentin is unexpectedly admitted to an elite, secret college of magic, it looks like his wildest dreams have come true. But his newfound powers lead him down a rabbit hole of hedonism and disillusionment, and ultimately to the dark secret behind the story of Fillory. The land of his childhood fantasies turns out to be much darker and more dangerous than he ever could have imagined. . . . The prequel to the New York Times bestselling book The Magician King and the #1 bestseller The Magician’s Land, The Magicians is one of the most daring and inventive works of literary fantasy in years. No one who has escaped into the worlds of Narnia and Harry Potter should miss this breathtaking return to the landscape of the imagination.

Outlines ten practical principles for increasing the effectiveness of any business organization, based on the author’s years at Disney World.

A Snicker of Magic (Scholastic Gold)

Root Magic

Half Magic

Thoughts While Shaving

(Winner of the 2021 Newbery Medal)

9 1/2 Things You Would Do Differently

Bring Disney-level customer experience to your organizationwith insider guidance The Experience is a unique guide to mastering the art ofcustomer service and service relationships, based on the principleemployed at the renowned leader in customer experience—the Walt Disney Company. Co-Author Bruce Loefflerspent ten years at Disney World overseeing service excellence, andhas partnered with Brian T. Church in this book, to show you how tobring that same level of care and value to your own organization.Based on the I. C.A.R.E. model, the five principles —Impression, Connection, Attitude, Response, and Exceptionals— give you a solid framework upon which to raise the level ofyour customer experience. You will learn how to identify yourcustomer service issues and what level of Experience you recurrently offering. You can then determine exactly what the “customer experience” should be for your company, and the changesrequired to make it happen. The Walt Disney Company is the most recognized name in the worldfor customer service. The “Disney Experience” draws customers fromall around the world,. This book describes what it takes to achievethat level of Experience, and how any organization can do it withthe right strategy and attention to detail. When the Experience isenhanced, the opportunity arises to convert customers toambassadors who will share their Experience with others. Find “the experience” and what it means to theOrganization Learn the five levels of experience, and why most companiesfail at it Identify service problems that face every company in themarketplace Utilize the Experience Quotient and apply the I. C.A.R.E.principles Learn how to convert customers to ambassadors who share theirstory with others Customers are the lifeblood of business. A great product offeringisn’t enough in today’s marketplace, where everyone’s looking foran “experience.” Imagine the kind of value a Disney-levelcustomer experience could bring to your organization. TheExperience is a guide to getting there, from an insider’sperspective.

Bestseller and author of the popular middle grade series Confectionately Yours Lisa Papademetriou is back with a magical, page-turning adventure for readers of all ages—a touching tale about destiny and the invisible threads that link us all, ultimately, to one another. Kai and Leila are both finally having an adventure. For Leila, that means a globe-crossing journey to visit family in Pakistan for the summer; for Kai, it means being stuck with her crazy great-aunt in Texas while her mom looks for a job. In each of their bedrooms, they discover a copy of a blank, old book called The Exquisite Corpse. Kai writes three words on the first page—and suddenly, they magically appear in Leila’s copy on the other side of the planet. Kai’s words are soon followed by line after line of the long-ago, romantic tale of Ralph T. Flabbergast and his forever-love, Edwina Pickle. As the two take turns writing, the tale unfolds, connecting both girls to each other, and to the past, in a way they never could have imagined. A heartfelt, vividly told multicultural story about fate and how our stories shape it.

ADVICE ON CAREERS & ACHIEVING SUCCESS. Executive Career Development Secrets from a Life at Disney... Career Development Magic is a unique book full of priceless advice and insightful experience. Lee Cockerell chronicles how he went from being a college dropout, rose through the ranks at both Hilton and Marriott, and ultimately became the Executive Vice President of Operations for Walt Disney World? Resorts. As the Senior Operating Executive for more than a decade, Lee led a team of 40,000 Cast Members and was responsible for the operations of 20 resort hotels, 4 theme parks, 2 water parks, a shopping And entertainment village and the ESPN sports and recreation complex.

The #1 New York Times bestselling WORLDWIDE phenomenon Winner of the Goodreads Choice Award for Fiction | A Good Morning America Book Club Pick | Independent (London) Ten Best Books of the Year "A feel-good book guaranteed to lift your spirits."—The Washington Post The dazzling reader-favorite about the choices that go into a life well lived, from the acclaimed author of How To Stop Time and The Comfort Book. Somewhere out beyond the edge of the universe there is a library that contains an infinite number of books, each one the story of another reality. One tells the story of your life as it is, along with another book for the other life you could have lived if you had made a different choice at any point in your life. While we all wonder how our lives might have been, what if you had the chance to go to the library and see for yourself? Would any of these other lives truly be better? In The Midnight Library, Matt Haig’s enchanting blockbuster novel, Nora Seed finds herself faced with this decision. Faced with the possibility of changing her life for a new one, following a different career, undoing old breakups, realizing her dreams of becoming a glaciologist; she must search within herself as she travels through the Midnight Library to decide what is truly fulfilling in life, and what makes it worth living in the first place.

A Dash of Magic

Baker’s Magic

A Tale of Highly Unusual Magic