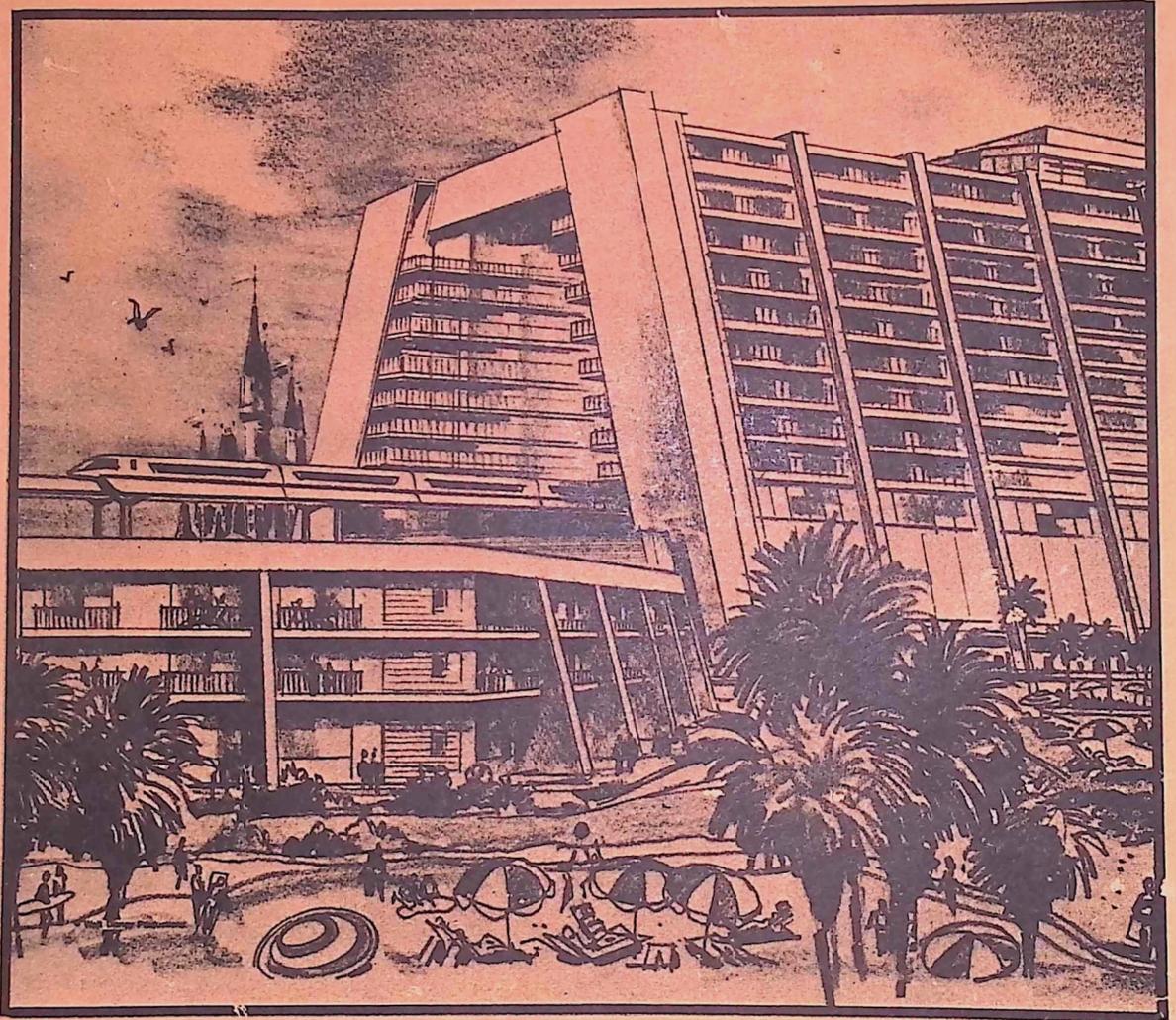


# CONTEMPORARY HOTEL



# HANDBOOK



university of **Walt Disney World**

# I

## INTRODUCTION TO A PIONEERING VENTURE

The Contemporary Resort Hotel, the first of the Walt Disney World theme resorts, is one of the world's most exciting and unique hotels.

Jointly designed by WED Enterprises and Welton Becket and Associates of Santa Monica, California, and constructed by U.S. Steel Realty Development, the Contemporary Resort Hotel embodies some of the newest and most creative innovations in hotel design and construction. A modern fourteen-story A-frame high-rise building, complemented by two garden annexes, provides our guests with an exciting adventure in living..."The Walt Disney World Way".

This large 1,057-room hotel is much like a small city in that it provides service to our guests twenty-four hours a day.

You will become a very important part of this hotel. To help you in your role of serving our guests, we have provided this guide for your information. We hope that it is of interest, but most important of all, we hope that you find your part in our show rewarding and worthwhile, for YOU will be the one most important factor in making our hotel truly unique.

## II

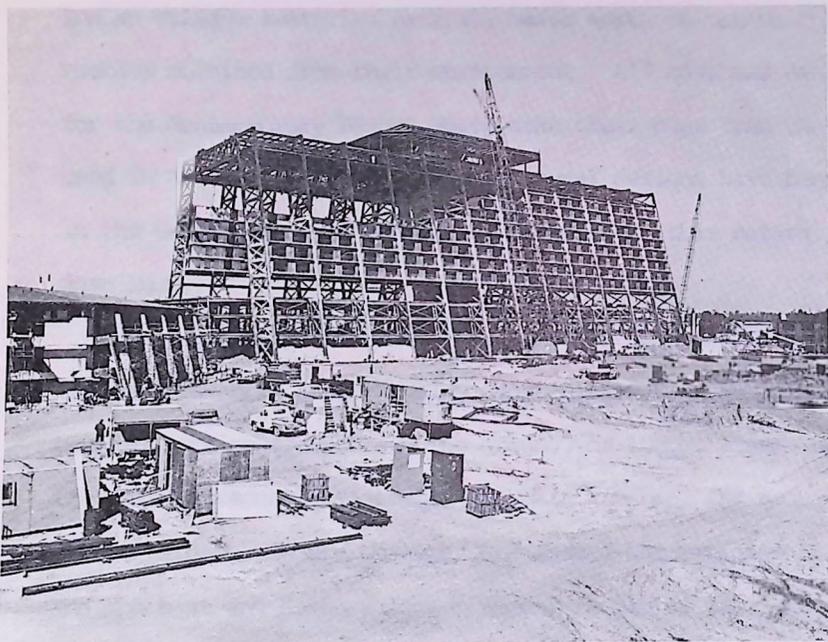
### THE OUTSIDE STORY

We began designing the Contemporary Hotel in 1966. A very modern, contemporary A-frame structure was chosen as the ideal shape for the first of five major resort hotels to be built in Walt Disney World's five-year Phase I.

This structure, fourteen stories in height, represents a newer-than-now look and of course required a newer-than-now construction method. United States Steel Corporation, through their newly-formed subsidiary company, U.S. Steel Realty Development, utilized a unique construction method in the building of the hotel. This method, called "unitized modular construction", consisted of the formation of a superstructure of thirteen steel-trussed A-frames, which resembled a honeycomb in its skeletal stage.

Into the honeycomb we fitted the individual guest rooms, manufactured in a special plant located on the site. The rooms were formed on an assembly line, much like automobiles, at the rate of fifteen per day. As the lightweight steel rooms passed through the construction plant on their way to completion, the electrical, mechanical, and plumbing facilities were added to each room.

After completion, the nine-ton rooms were placed on trucks and transported to the Contemporary Resort Hotel site, where each room was lifted into place by crane and fitted into the steel frame. The structure was then covered by a specially designed, sun-resistant glass called "Solar Bronze".



### III

#### THE INSIDE STORY

The inside of the Contemporary Resort Hotel is as exciting as the outside. The central mall, called the Grand Canyon, is longer than a football field and has a ceiling height of nine stories. The main focal point of the mall is a mural of a Pueblo Indian Village featuring natural, basic earth colors which the Pueblos obtained from their environment. All costumes designed for the Contemporary Resort Hotel take their cues from the colors used in the mural. Special horticultural designs have been used in the Grand Canyon to enhance and complement this natural, outdoor look.

The mural covers the exterior of the two central elevator shafts, the north shaft housing guest elevators and the south shaft housing service elevators. The ground, or lobby, level contains the hotel personnel cafeteria, the main kitchen, the receiving areas, wardrobe (where costumes are issued and repaired if necessary), and the host and hostess locker rooms. A map of the lobby is located at the end of this section.

On the west side of the main building, adjacent to the locker areas, is a driveway guests may use on their way to the

main reception area, where they will be greeted and registered without leaving their cars.

Within the main reception area are the escalators and elevators which provide access to the upper levels. Also in this area is the 14,000 square foot Sunshine State Exhibitorium. This area is used for conventions, and when not in use for this purpose, it can be converted into a swinging teen-age nightclub featuring live band entertainment.

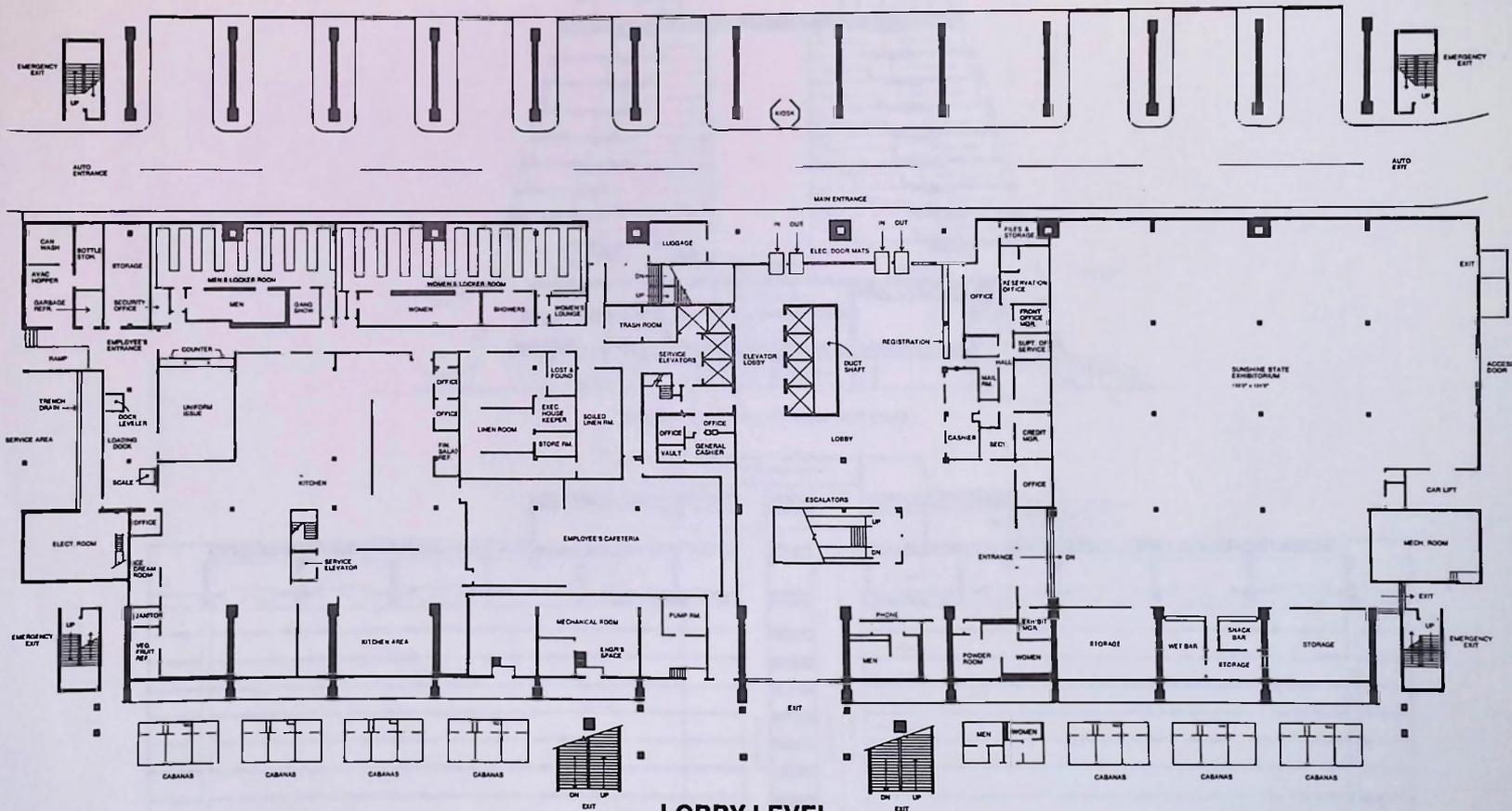
The second level, called the Americas level, contains function rooms, which are all named after national parks such as the Yosemite Room and the Everglades Room. These rooms are used for meetings, parties, and special presentations. Also on this level are the two main ballrooms, the Ballroom of the Americas, and the Grand Republic Ballroom.

The third level houses the administrative offices for the hotel as well as additional space for the special function rooms.

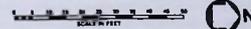
The fourth level is called the Grand Canyon Concourse, and it is here that the shops and most of the dining areas for our guests are located. Also on the Grand Canyon Concourse is the platform where guests may board the Monorail. This 60-foot elevated beamway passes through the entire length of the Contemporary Hotel on its way to the Magic Kingdom, Polynesian Hotel, and the Main Gate Complex.

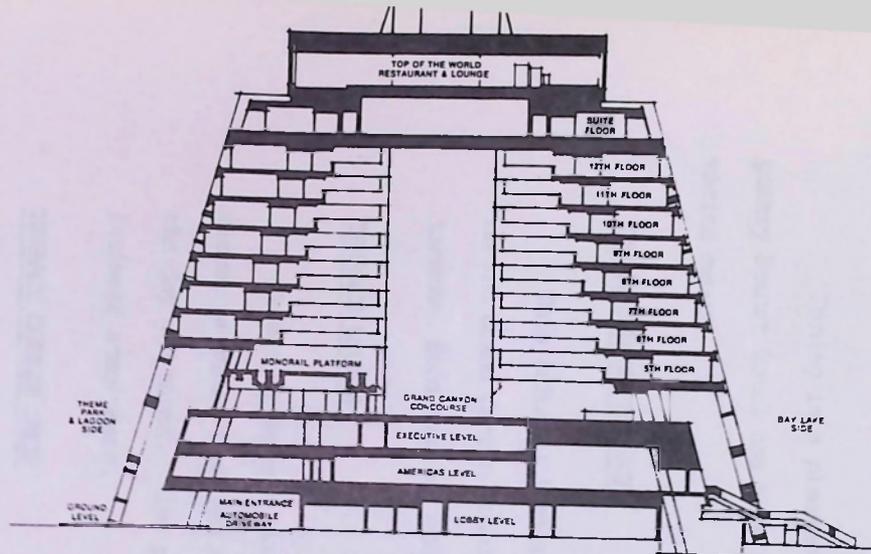
Guest rooms are on the fifth through twelfth levels.

There are four types of room plans available, and the prices range from \$22 to \$40. Suites are located on the thirteenth level, and on the top level is the Top of the World restaurant, which features fine cuisine and entertainment.

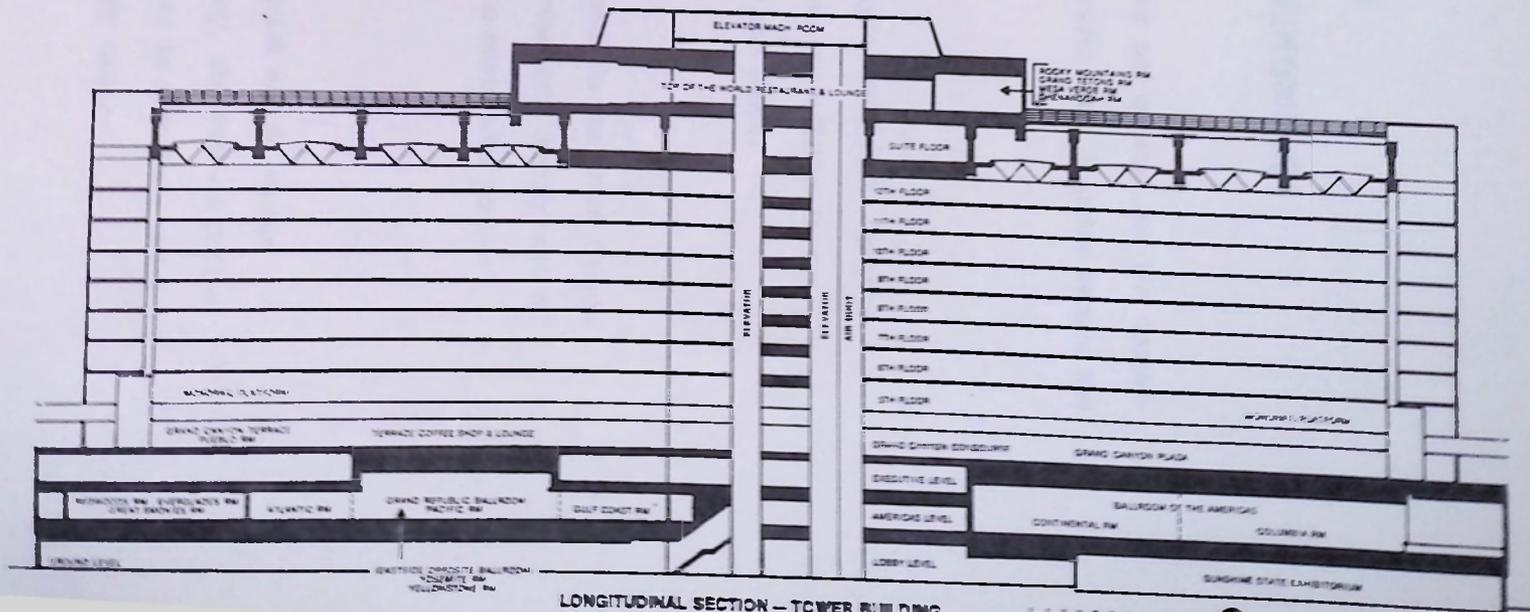


**LOBBY LEVEL**  
(GROUND FLOOR)





CROSS-SECTION - TOWER BUILDING



LONGITUDINAL SECTION - TOWER BUILDING



## IV

### FOOD....THE CONTEMPORARY WAY

Dining is a pleasure for our guests, for the Contemporary Resort Hotel has much to offer in wide price ranges and varied menus.

\* GRAND CANYON TERRACE

This informal family-style restaurant, located on the Grand Canyon Concourse, specializes in continental food such as steaks and chops.

\* TERRACE LOUNGE

This cozy lounge, decorated in the Grand Canyon theme, provides food and refreshments during most of the day and night. Live piano music adds to the intimate atmosphere.

\* TERRACE COFFEE SHOP

If our guests desire a quick and delicious meal served any hour of the day, the Terrace Coffee Shop is the place to go. Dress is informal, and a breakfast menu is available any time.

\* PUEBLO ROOM

Featuring sophisticated silver service and requiring formal evening attire, the Pueblo Room serves our guests during the dinner hours. The food preparation is done at the table to add to the guests' enjoyment.

\* MONORAIL BAR AND CLUB CAR

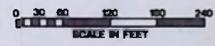
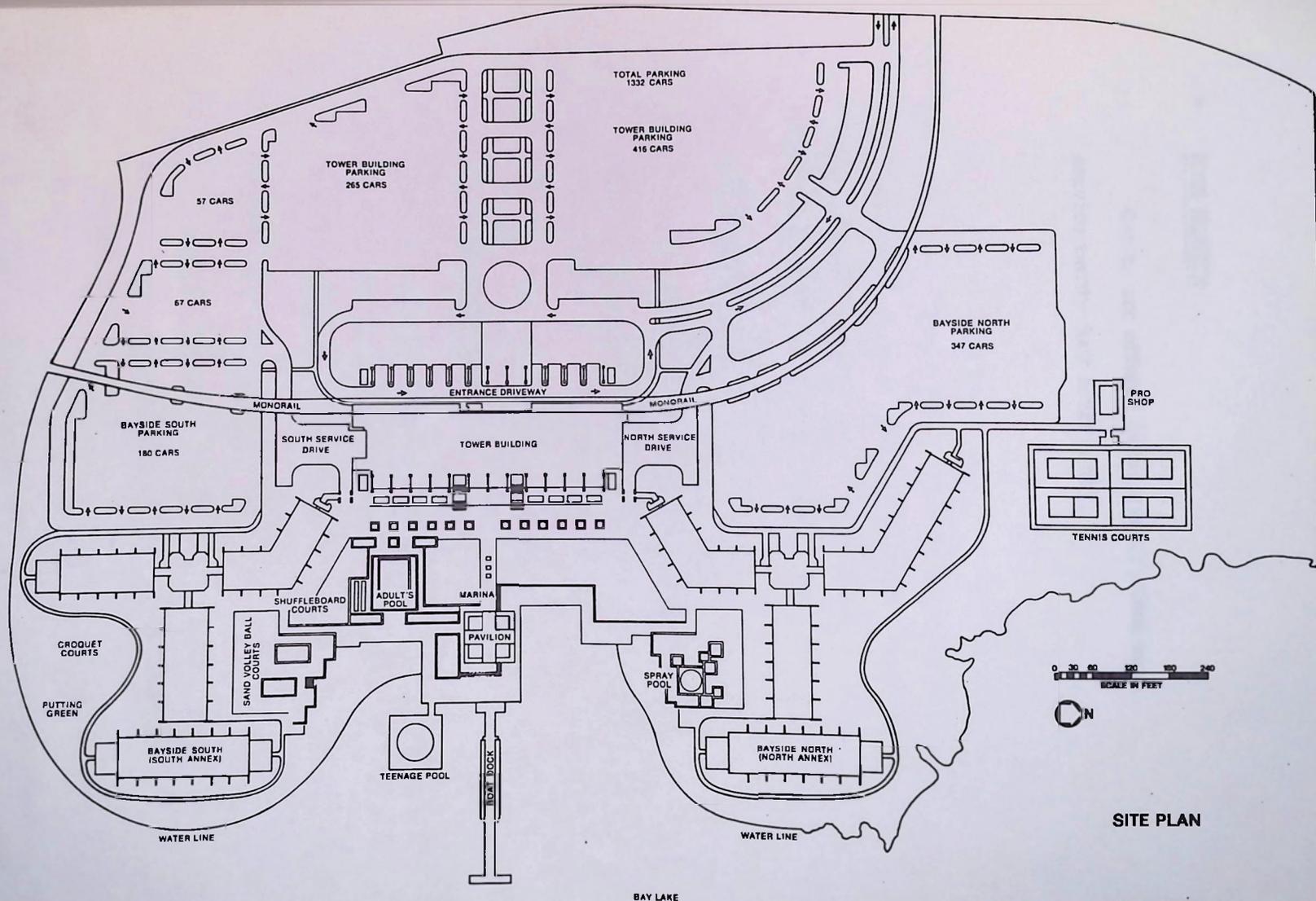
The Monorail Bar and Club Car offers a beautiful view of Bay Lake so that our guests may watch the water activities while enjoying drinks, hors d'oeuvres, and canapes.

\* TOP OF THE WORLD

Commanding a breathtaking and panoramic view from the fourteenth floor, the Top of the World provides our guests with the ultimate in dining pleasure. With room for 312 guests, the Top of the World offers international cuisine and live entertainment. At varying hours there is a Family Show, a Dinner Show, and a Supper Show.

\* SAND BAR

Here guests may enjoy snacks and sandwiches at poolside.



**SITE PLAN**

\* ROOM SERVICE

Guests are offered quick and efficient room service twenty-four hours a day.

## ADVENTURES FOR THE SHOPPER

No matter what our guest is shopping for, it is indeed a pleasurable experience in the Contemporary Resort Hotel. Our modernistic shops are arranged in boutique fashion for the shopping ease of the guest. And for convenience, all the shops except for the Bay 'n Beach are located on the Grand Canyon Plaza.

\* THE CONTEMPORARY MAN

With the finest in quality and style, the Contemporary Man offers a full line of men's haberdashery. Formal rentals and alteration services are also available.

\* THE CONTEMPORARY WOMAN

This specialty store has a wide range of selections for the discriminating woman, ranging from cocktail dresses to active sportswear.

\* KINGDOM JEWELS, LTD.

Fashions in diamonds and gold, fine costume jewelry, and exquisite timepieces are offered. In addition, an

experienced jeweler is present to assist in selections and to make minor repairs.

\* FANTASIA SHOP

Located across the concourse from Kingdom Jewels, Ltd., is a children's store containing primarily Disney-oriented toys and clothing. Most toys found in the shop are specially designed for providing activities for children in restricted areas such as extended hotel stays.

\* THE SPIRIT WORLD

This liquor and gourmet foods shop features beverages from around the world, with complimentary gourmet food.

\* PLAZA DRUGS AND SUNDRIES

The largest store in the Contemporary Resort Hotel, Plaza Drugs and Sundries offers gifts, souvenirs, fresh flowers, a candy shop, film and camera accessories, and men's and women's toiletries.

\* BAY 'N BEACH

Located on the dock of the Contemporary Hotel, it offers to bathers and mariners such dockside supplies as suntan oil, sunglasses, etc.

## VI

### SPECIAL GUEST SERVICES

The Contemporary Resort Hotel guest has a wide variety of services available to him. One of the most innovative is the use of our centralized computer reservations system. When a guest arrives at Walt Disney World's Main Entrance Complex and has made prior reservations, all that the guest need do is give the welcoming host or hostess his name. This information is relayed to the front desk of the Contemporary Resort, where all guest registration documents have been pre-printed and are awaiting the guest's arrival. After giving his name, the guest then drives to the hotel, where he is personally greeted, quickly registered, and then guided to his room by a reception host or hostess. At the same time the guest registers, a folio is automatically set up, thus avoiding confusion in the billing process when it's time for check-out.

If a guest arrives at the Main Entrance Complex and does not have a previous reservation, the reception host or hostess is able to quickly tell the guest what accommodations are available, either at Walt Disney World's Resorts, or when completed, at the Motor Inn Plaza on Preview Boulevard. This instant information is provided by the computer, and after making his choice, the guest may follow the same check-in procedure as a pre-registered guest.

In addition to these instant lodging services, the computer will be able to make recreation activities reservations, dining reservations, reserve golf start times, review entertainment activity, and even make car rentals...all in a few seconds.

Once the guest has arrived at the Contemporary Resort Hotel and parked, he has no further need for his automobile. Transportation is never a problem, for our guests have three modes from which to choose: the silent, all-electric Monorail, open-air trams, or water-borne launches. This modern transportation system allows the guest easy access to the Magic Kingdom, to the Polynesian Village Resort, to the Tri-Circle D Ranch, or to anywhere else the guest would like to go in Walt Disney World.

On the first level, near the reception area, ticket booths have been provided for the guests so that they may obtain Magic Kingdom books, and tickets for the various recreational activities.

For the guests' convenience the Contemporary Resort Hotel offers the American Beauty Shoppe for women, a men's barber shop called the Yankee Clipper, and the Olympiad Gentlemen's Health Club, which offers sauna, gym, and swirling baths. All these shops are found on the third level.

Another unique service offered to our guests is six-days-a-week valet service. Walt Disney World's own laundry, located in the North Service Area, provides same-day service.

If our guests have pets, kennel facilities are available at the Kal-Kan Kennel, located at the Main Entrance Complex. The charge is \$.50 a day, which includes a Kal-Kan meal.

Should our guests require service for their automobiles at some time during their stay with us, the Gulf Car Care Center, located at the entrance to Walt Disney World, is equipped to change the oil, fix a flat, give a tune-up, fill the gas tank, or make minor repairs.

## VII

### ACTIVITIES AND RECREATION

Guests at the Contemporary Resort Hotel have the opportunity to participate in countless activities utilizing the best in equipment and facilities.

#### FACILITIES

##### RECREATIONAL RECEPTIONIST

The recreational receptionist is located in the main lobby across from the registration desk. This hostess offers information to the guests regarding recreation programs and also sells recreation and Magic Kingdom ticket books.

The recreation desk will serve as the headquarters for package programs and special-interest programs. All reservations for watercraft, camp grounds, golf courses, and central reservations for dining and entertainment are made from this desk.

##### EQUIPMENT

The Equipment Check-Out Facility is located near the marina.

## FACILITIES

The Contemporary Hotel offers a 3500 square foot, 9-hole putting green, which can be used for open play and organized tournaments, a cyclery shop, volleyball courts, shuffleboard, horseshoe pits, croquet courts, tennis, children's play apparatus, and a spray pool. There are two other pools, one for teen-age use, and one for adults. The site plan at the end of this section will help you in locating these facilities.

## PROGRAMS

### TENNIS

There are four lighted courts, together with a pro shop, at the Contemporary. Tournaments and professional instruction will be available as well as open play.

### CYCLERY

Bicycles are available at the Equipment Facility near the marina. Two types of programs are offered on five miles of bicycle paths, non-structured riding and structured tour programs. Prices for these programs are \$1 per hour for a single bike and \$2 per hour for a tandem.

### CHILDREN AND YOUTH PACKAGE PROGRAMS

The Children Program, six to nine years of age, and the Youth Program, ten to thirteen years of age, will have two-

hour and four-hour programs, with the four-hour program including lunch. The cost is \$1 per hour.

There is also a playschool for three-, four-, and five-year-olds which utilizes educational toys and equipment. Baby-sitting services are available on request.

#### INCLEMENT WEATHER PROGRAM

This program will provide activities for the hotel guest when outdoor recreational activities are not available because of inclement weather conditions.

The program will offer a variety of educational, social, and recreational programs designed for the various ages and interests of the Walt Disney World guests. Programs will consist of specialized classes that include lectures, demonstrations, exhibits, clinics, and motion pictures.

#### AFTER-HOURS PROGRAM

A series of special events are planned on a regular basis to insure the hotel guest of another unique recreational experience during the evening hours.

December 1, 1971

WALT DISNEY WORLD

WARDROBE BULLETIN NO. 2

TO: Hotel Division - Contemporary Hotel

SUBJECT: Shoe Requirements

Effective December 1, 1971, and continuing until further notice, the following wardrobe regulations for shoes will be in effect. Exceptions will be considered only if foot problems are medically verified in writing.

Shoes are required to be plain, closed heel and toe, (except where sandals are to be worn). No straps, bows or trim of any kind and shoes are to be worn in colors as indicated below. Shoes should be of calf or kid leather. NO PATENT LEATHER, PLASTIC, OR SUEDE IN ANY AREA!

Male Supervisors in costume.....Black lace, plain toe  
leather shoe

SERVICE PERSONNEL

All Hosts in Costume.....Black lace, plain toe  
leather shoe

Hospitality Hostess.....Black leather shoe,  
1"-2" heel

Advanced Housekeepers/  
Floor Supervisors/Inspectresses.....Black leather shoe  
1"-2" heel

Housekeeping Hostess.....Black leather shoe, flat  
to 2" heel or a black  
oxford

Food and Beverage Service/  
Hostess and Assistants.....Black leather shoes, flat  
to 2" heel

WARDROBE BULLETIN NO. 2

SHOE REQUIREMENTS FOR CONTEMPORARY HOTEL

EXCEPTIONS

Dock Inn Snack Bar.....Brown leather sandals,  
flat to 2" heel

Top of the World.....Black leather shoes,  
1" - 2" heel

Monorail Lounge.....Black leather shoes,  
1" - 2" heel

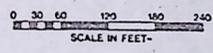
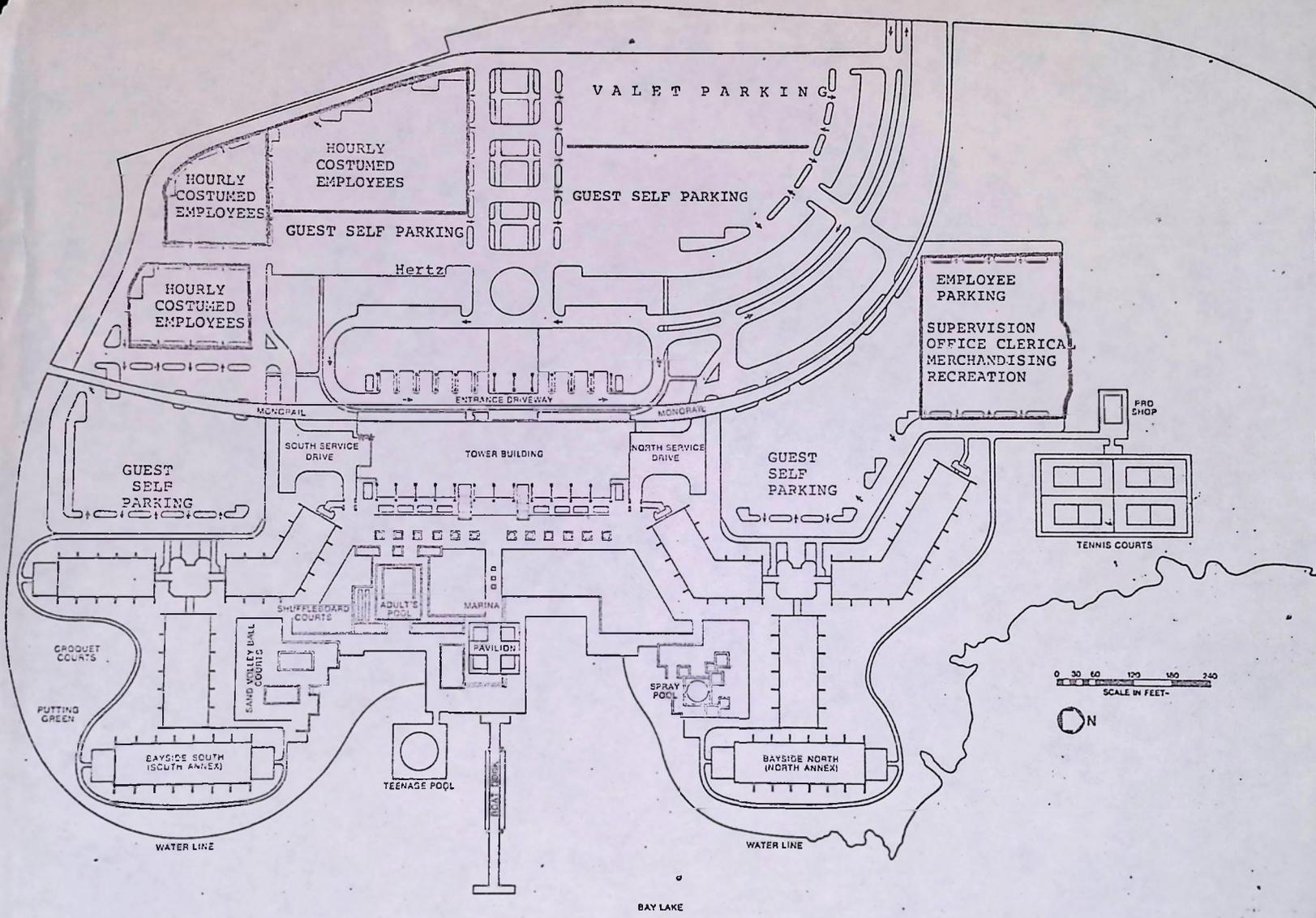
It is the employees responsibility to keep his shoes polished and in good repair.

Stockings are required to be worn by female employees with shoes or sandals.

If there are any questions, please contact the Wardrobe Department.

\*NOTE: Option is to be given to the Housekeeping Hostesses.

Bob Phelps  
Manager  
Wardrobe Department



\*\*EMPLOYEE ENTRANCE