

Role Checklist

Directions: The following roles are available at the *Walt Disney World*® Resort as part of the Disney College Program. The descriptions listed below provide an overview of the responsibilities included in each role. It is important to note that each role may include, but is not limited to, the descriptions below. ***All roles may include prolonged exposure to outside elements, including heat and humidity, cold temperatures, and wet conditions.***

Please read all role descriptions carefully. Check the boxes of the roles you are interested in performing. Please note that, based on your interview, you may be considered for roles that you have not checked.

On-Stage Roles

Quick-Service Food and Beverage

Responsibilities may include:

- Selling food and beverages at outdoor carts and/or indoor restaurants
- Taking and filling orders, multi-tasking
- Preparing and assembling food items in a kitchen area, including the use of a fryer, grill, broiler, and other industrial cooking equipment
- Cash handling - both manual and using computerized registers
- Bussing tables, cleaning kitchen and counter equipment, and emptying trash cans
- Dispensing and selling alcoholic beverages
- Setting and stocking tables, outdoor carts, and restaurants
- Heavy lifting, pushing heavy carts
- Working with cleaning chemicals
- Working independently or as part of a large team
- Standing for extended periods, working outdoors

Attractions

Responsibilities may include:

- Working at one or more of the "rides" or theater shows
- Loading and unloading Guests from an attraction
- Operating sophisticated ride systems
- Memorizing and delivering lengthy narrations on a microphone to large groups
- Handling the evacuation of an attraction when necessary
- Monitoring Guest flow and providing a safe Guest experience
- Assisting with audience control, including during parades
- Operating a motorized vehicle
- Cleaning areas surrounding attractions
- Working with *FASTPASS*®, the ticketing distribution system that confirms attraction ride times
- Standing for extended periods, working outdoors

Custodial

Responsibilities may include:

- High Guest interaction while working independently
- Extensive cleaning – including restrooms and toilets
- Working with cleaning chemicals and equipment
- Bussing tables in restaurants and outdoors
- Sweeping and mopping
- Emptying trashcans, lifting heavy garbage bags
- Driving pargo carts
- Vacuuming, dusting, and cleaning pool decks
- Providing information to Guests
- Standing for extended periods, working outdoors

Merchandise

Responsibilities may include:

- Demonstrating and selling merchandise in indoor and outdoor areas
- Cash handling - both manual and using computerized registers
- Stocking and cleaning shelves and carts
- Receiving/putting away stock and deliveries
- Stroller/wheelchair rental – including repetitive lifting, stacking, and pushing strollers and wheelchairs
- Preparation of food/candy
- Selling of alcohol and tobacco
- Providing information to Guests
- Approaching Guests and engaging them in conversation
- Preparing packages for shipping/delivery
- Working independently or as part of a large team
- Standing for extended periods, working outdoors

Hopper

Responsibilities may include:

- Working in different locations within the same role, or working in multiple roles
- Must check all of the following roles: Quick Service Food & Beverage, Merchandise, Attractions, Main Entrance Operations, and Custodial

❑ **Main Entrance Operations**

Responsibilities may include:

- Working in one or more of the following areas:
 - Parking***
 - Staffing outdoor Toll Plaza areas
 - Operating a large motorized parking tram
 - Delivering narrations on a microphone
 - Park Greeter***
 - Greeting all Guests who enter the park and validating their tickets
 - Operating turnstile areas
 - Ticket Operations***
 - Selling various ticket media at our water parks, Downtown Disney, or Disney's Wide World of Sports
 - Using computerized ticketing systems
- Strong knowledge of *Walt Disney World*[®] Resort ticket media
- Cash handling - both manual and using computerized registers
- Assisting with audience control, including during parades
- Cleaning main entrance areas
- Standing for extended periods, working outdoors

❑ **Lifeguard**

Responsibilities may include:

- Monitoring Guests' safety in water and on slides/attractions
- Physically challenging work and prolonged exposure to outside elements
- Providing first aid and basic life support in the event of Guest injury or illness
- Strong swimming skills
- Keeping recreational areas clean
- Providing Guest information
- Standing for extended periods, working outdoors
- During off-peak seasons, assisting other operating areas throughout the *Walt Disney World*[®] Resort, including performing roles other than lifeguarding

Each individual must be evaluated and certified at the *Walt Disney World*[®] Resort. All lifeguards must pass a swim test and a vision screening that requires 20/20 vision with or without corrective lenses. In the event you do not pass the swim test described below, you will be placed in another role based on availability.

Lifeguard Swim Test

- Swim 200 yards (183 meters) freestyle or breaststroke
- Retrieve a 10-lb (4.5 kg) brick from the deepest section of the pool (minimum 8 feet / 2.4 meters)
- Tread water with hands out of the water for two minutes

❑ **Recreation**

Responsibilities may include:

- Assisting Guests in one or more recreational areas such as waterslide operations, towel rental, watercraft rental, marina operations, arcades, or resort recreational facilities
- Prolonged exposure to outside weather elements
- Strong swimming skills
- Providing first aid and basic life support in the event of Guest injury or illness
- Keeping recreational areas clean
- Cash handling – both manual and using computerized registers
- Maintaining safety standards
- Answering Guest questions
- Standing for extended periods, working outdoors
- During off-peak seasons, assisting other operating areas throughout the *Walt Disney World*[®] Resort, including performing roles other than recreation

❑ **Transportation**

Responsibilities may include:

- Operating monorails and/or watercraft vehicles, including using on-board computers
- Loading and unloading Guests
- Delivering narrations via microphone during trips
- Using a radio and understanding radio communication
- Assisting with audience control
- Standing for extended periods, working outdoors
- **A valid driver's license is required for this role.**

❑ **Full-Service Food and Beverage**

Full-Service Food and Beverage is a **non-tipped** role.

Responsibilities may include:

- Greeting and seating Guests in restaurants
- Managing a seating chart and resolving Guest situations
- Utilizing a computerized reservation/seating system
- Cash handling – both manual and using computerized registers
- Rolling silverware, folding napkins, and keeping area stocked
- Light cleaning, multi-tasking
- Standing for extended periods, working outdoors

❑ **Bell Services Dispatch**

Bell Services Dispatch is a **non-tipped** role.

Responsibilities may include:

- Assigning luggage deliveries, including directing bellmen
- Greeting Guests upon arrival at resorts
- Handling and storing luggage, which requires heavy lifting (including overhead lifting)
- Using a computerized dispatch system, multi-tasking
- Answering Guest calls and responding to service requests
- Taking luggage off buses, vans and cars
- Tagging luggage
- Standing for extended periods, working outdoors

Print Name _____

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❑ **Hospitality**

Responsibilities may include:

- Must be willing to work in all of the following areas but might only work in one: Front Desk, Luggage Services, Dispatch or Telephone Room
- Checking Guests in and out of resorts and processing payments
- Assisting Guests with itinerary planning and ticket sales
- Handling complex Guest situations, problem solving
- Operating computer-based reservation and ticketing systems
- Lifting, tagging, and delivering luggage
- Handling large amounts of cash
- Answering Guest telephone calls
- Standing for extended periods, working outdoors

❑ **Housekeeping**

Responsibilities may include:

- Cleaning multiple Guest rooms including toilets, showers, sinks and tubs
- Working with cleaning chemicals
- Replenishing linens
- Making beds, requiring repetitive bending and pulling
- Pushing large carts
- Dusting and vacuuming
- Emptying trashcans
- Responding to Guest requests for items or directions
- Heavy lifting, standing for extended periods
- Working independently with limited Guest contact

❑ **Resort Hopper**

Responsibilities may include:

- Working 3-4 months in a Housekeeping role, then working 3-4 months in a Hospitality role at any one of our resorts
- Must check both the Housekeeping and Hospitality roles

❑ **Character Attendant**

Responsibilities may include:

- Providing Guests with information about show schedules, Character locations, and visitation times
- Providing audience control, including handling challenging Guest situations
- Ensuring the safety of Character Performers and our Guests
- Partnering with Photopass photographers
- Maintaining show quality and Character integrity
- Setting up and removing stanchions, ropes and poles
- Assisting Character Performers with putting on costumes
- Retrieving and arranging strollers
- Maintaining cleanliness and order in work location
- Standing for extended periods, working outdoors

❑ **Vacation Planner**

Responsibilities may include:

- Selling ticket media to Guests
- Achieving monthly sales goals and maintaining minimum sales requirements
- Working with a computerized ticket system, offering Guests tickets from a menu of over 128 different ticket configurations
- Having a strong knowledge of the *Walt Disney World®* Resort and its ticket media
- Handling large amounts of cash
- Understanding the Guests' needs while helping them select the right-fit tickets for their vacations
- Being able to work under pressure and overcoming Guest objections
- Assisting with audience control, including during parades
- Standing for extended periods, working outdoors
- Working at multiple locations – potentially all four Theme Parks in any given week

❑ **Bibbidi Bobbidi Boutique Hostess**

Bibbidi Bobbidi Boutique Hostess is a **non-tipped** role.

Responsibilities may include:

- Performing all duties in character of "Fairy Godmother in Training"; therefore this role is open to **females only**.
- Styling hair on Guests of all ages, including small children
- Performing a variety of hair techniques including braiding, teasing, shaping, finger curls, and twists
- Applying facial makeup
- Painting nails or applying press-on nails
- Utilizing a computerized reservation system
- Checking Guests in for their scheduled appointments
- Interacting with children of all ages, including calming upset children
- Working in a high-volume, fast-paced environment
- Receiving shipments of products, monitoring stock levels, and restocking as necessary
- Responding to special Guest requests
- Standing for extended periods

Additional Roles

These specialized roles require additional steps, which may include an audition or secondary interview.

Character Performer

Responsibilities may include:

- Portraying specific costumed character roles
- Working in hot, confining, heavy costumes with limited range of vision
- Communicating non-verbally to Guests
- Signing autographs and posing for photographs
- Interacting with Guests outdoors and in dining establishments
- Potential to perform in parade and/or puppeteer roles
- **Must pass audition for this role**
- *Due to costuming requirements, special consideration will be given to individuals 4' 8" - 5' and 6' - 6' 3"*

Culinary Assistant, Cook II

Applicants must be enrolled in a culinary program.

Responsibilities may include:

- Working in an *a la carte*, buffet, or Quick-Service/Food Court environment (may include an on-stage cooking location)
- Working in a high-volume and fast-paced team environment
- Working with basic recipes and learning advanced food preparation
- Gaining knowledge of HACCP standards
- Gaining skills in culinary fundamentals in hot and cold food station setup, sauce-making, catering production, and salad and sandwich preparation
- Deep-frying, sautéing, roasting, broiling, and grilling, along with vegetable, grains, and starch cookery

Backstage Roles

These roles are "backstage" and provide minimal to no Guest interaction.

Costuming

Responsibilities may include:

- Issuing costumes to fellow Cast Members throughout Operations and Entertainment Locations
- Operating a computerized costume checkout system
- Working around performers in various stages of dress
- Operating basic laundry equipment
- Repetitive overhead reaching, bending, and heavy lifting
- Moving heavy costumes from location to location
- Handling and laundering soiled garments
- Standing for extended periods, working outdoors
- Working independently, with minimal to no Guest interaction

Culinary Assistant, Baking and Pastry

Applicants must be studying toward a Baking and Patisserie Science degree in order to apply for this role.

Responsibilities may include:

- Working in a high-volume bakery, banquet or restaurant environment
- Learning the technical skills of plated dessert preparations as well as muffins, breads, cakes, *petit fours*, and wedding cakes
- Gaining knowledge of food cost control, product ordering, and HACCP standards
- Mixing, cutting, proofing, and baking
- Following standardized recipes and food sanitation guidelines

Quick-Service Restaurant - Kitchen Only

Responsibilities may include:

- Gaining entry-level experience in the growing culinary industry
- Preparing and assembling basic food items in fast-paced, high-volume quick-service locations
- Cleaning and stocking
- Working with basic kitchen equipment
- Reading and following basic recipes
- Standing for extended periods
- Working with minimal to no Guest interaction

Please be sure to initial and sign below

Please **initial** by the statements below.

_____ I have read and understand all roles as described above.

_____ I am able to perform the roles checked above with or without a reasonable accommodation.

Signature: _____

Print Name: _____

E-Mail Address: _____

Date: _____

Please bring all pages of this document
and your application to your
Disney College Program presentation.

Special note to all E-Presentation applicants

Please fax application & role checklist to:

407-934-6878, Attn: E-Presentation.

After faxing, please mail application & role checklist to:

Disney College Recruiting

Attn: E-Presentation

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