

Role Checklist

Interview Appointment

Date: _____ Time: _____
Location: _____

Directions: The following roles are available as part of the *Walt Disney World® CareerStart®* 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/humidity, cold temperatures, and/or wet conditions.*** Please read all role descriptions carefully. Check the boxes of the roles that you are interested in pursuing. Please note you may be considered for additional roles. Please bring this document along with the application to your interview.

☐ Quick Service Food and Beverage

High volume and guest contact are key parts of this role. Cast Members in Quick Service Food and Beverage will work independently or as part of a large team in either indoor or outdoor locations.

Responsibilities may include: taking orders, operating a point-of-sale system (cash register), cash handling, filling food and beverage orders, dispensing and selling of alcohol, heavy lifting, pushing and pulling, emptying waste cans, general cleaning with chemicals and food preparation.

☐ Merchandise

Critical thinking and the ability to do multiple tasks are important qualities to have in a Merchandise role. Cast Members may work in large, high-volume areas or individually on outdoor carts. Individuals in this role should be comfortable handling large sums of money.

Responsibilities may include: operating a point-of-sale system (cash register), cash handling, stocking shelves, preparation of food/candy, package delivery, stroller rental, heavy lifting, pushing and pulling, light cleaning, selling of alcohol and tobacco and providing information to guests.

☐ Operations

Operations Cast Members will be placed in one of the following areas: **Attractions:** working at any one of the "rides", theater shows or FASTPASS® locations; **Parking:** greeting all guests who arrive by vehicle working mainly outside or at the Toll Plaza; or **Park Greeter:** greeting all guests who enter the park and validating their tickets.

Responsibilities may include: loading and unloading guests, operating sophisticated ride systems, memorizing and delivering lengthy narrations to large groups, staffing Toll Plaza areas, cash handling, operating a motorized vehicle, operating turnstile areas, obtaining knowledge of the *Walt Disney World®* Resort ticket media, light cleaning and assisting with audience control. A valid driver's license is required for certain Operations roles.

☐ Custodial

The *Walt Disney World* Resort is known for its "world class" cleanliness and Custodial Cast Members are responsible for making this happen. These Cast Members will encounter a high level of guest contact and will work independently.

Responsibilities may include: emptying waste cans, cleaning restrooms, bussing tables, sweeping and mopping, working with cleaning chemicals, driving pargo carts, vacuuming, dusting, cleaning pool decks, and providing guest information.

☐ Full Service Food and Beverage

Organizational skills and the ability to handle multiple tasks at once are important qualities to have as a Full Service Food and Beverage Cast Member. This role involves prolonged standing and walking. Cast Members may work as a seating host/hostess in various restaurants across property. Full Service Food and Beverage is a non-tipped role.

Responsibilities may include: greeting and seating guests, cash handling, rolling silverware, folding napkins and keeping the work area clean and stocked.

☐ Lifeguard

Maintaining guests' safety is our No.1 expectation. Lifeguards must have strong swimming skills. They will endure physically challenging work and prolonged exposure to outside elements. During off-peak seasons, Lifeguards may assist other operating areas throughout the *Walt Disney World* Resort.

Responsibilities may include: monitoring the safety of our guests as they swim, providing limited emergency medical attention, keeping pool areas clean, and providing guest information. Lifeguard Cast Members must be evaluated and certified at the *Walt Disney World* Resort. In the event that an individual does not pass the requirement of the below swim test, they will be given an opportunity to pursue other vacant positions.

Lifeguard Swim Test

Make an appointment for a local swim test; swim 200 yards freestyle or breaststroke; retrieve a 10-lb brick from the deepest section of the pool (minimum 8' depth); tread water with hands out of the water for two minutes. Have instructor validate skills and complete form (form available on website).

☐ Costuming

Costuming Cast Members could work at any one of our many Wardrobe departments throughout the *Walt Disney World®* Resort, issuing costumes to fellow Cast Members. These individuals are often the first person Cast Members interact with before they start their shift. Cast Members in this role may be required to travel to work at any one of the Costuming destinations on or off property. This role can be physically demanding and requires heavy lifting and bending. This is a backstage role with minimal Guest interaction.

Responsibilities may include: overhead reaching, bending and lifting, moving heavy costumes from location to location, issuing costumes to fellow Cast Members, operating basic laundry equipment, checking garments, transporting locker bags and some light laundry.

Please be sure to complete and sign below

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I have read and understand all (6) roles as described above.
(Please **initial** this box.)

Signature: _____

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I am able to perform the roles checked above with or without a reasonable accommodation. (Please **initial** this box.)

Date: _____