

Role Checklist

Directions: The following roles are available at the *Disneyland®* Resort as part of the Disney Theme Parks & Resorts 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 pursuing. Please note, you may be considered for additional roles.

On-Stage Roles

☐ Day Custodial

Keeping the Disneyland Resort sparkling clean for our Guests is your mission. Some of your responsibilities will include sweeping, emptying waste cans, keeping restrooms, parade and show venues, as well as other Guest/Cast areas clean. You will have the opportunity to work outside on a regular basis, which will include intense guest interaction. This position also includes heavy lifting (up to 50lbs) and extensive walking.

☐ Attractions

Attractions Cast Members staff our popular ride and show locations throughout our Theme Parks. Your function will be to greet guests, give lengthy, memorized narrations to large groups, load and unload guests, operate sophisticated ride systems, provide audience control, and always ensure the safety of our guests. Frequently working outside in sunlight, inclement weather, excessive heat, dry conditions, or exclusively indoors in a controlled environment. May be exposed to exhaust fumes.

☐ Resort Transportation & Parking

Working in the one of the parking areas at the Disneyland Resort, some of your responsibilities may be directing traffic in parking lots, operating passenger-carrying trams, as well as vans and trucks. Memorizing a prepared spiel with guest information and communicating via microphone. Collecting payments; distribute literature and parking tickets at toll plaza and working outdoors in different types of weather.

☐ Store Operations

As a Store Operations Host/Hostess in one of our retail sales locations, some of your responsibilities will include operating a point-of-sale system (cash register), cash handling, dusting and arranging merchandise, assisting guests with merchandise selection and being open to the possibility of working in an outdoor as well as an indoor merchandise location.

☐ Guest Research Assistant

As a Disneyland Resort Guest Research Assistant, you will be conducting one-on-one Guest interviews throughout the entire Disneyland Resort including: Disneyland Park, Disney's California Adventure and Downtown Disney. Applicants must maintain a high number of daily interviews and demonstrate strong self-direction and motivation. You will need strong communication and interpersonal skills and be able to work well in a team environment. You will be operating and recording survey data using a mobile computer while wearing a 10 pound battery pack. PC skills are a plus. Other expectations include a high level of confidentiality, professionalism, energy and flexibility with park hours.

☐ Front Desk

As a Front Desk Cast Member at one of our three Hotels, your responsibilities will include greeting Guests, operating a computer system, checking Guests in and out of the hotel, high volume cash handling, providing Guest information, and settling Guest accounts. Previous high volume cash handling and customer service background are required including the ability to resolve guest issues and anticipate guests needs independently. Previous Front Desk experience is preferred.

☐ Recreation/Pool Hut Attendant

As a Recreation/Pool Hut Attendant at a Resort pool area you will provide for the safety of our Guests and Cast Members. Responsibilities will include keeping pool areas clean, providing Guest information, distributing towels to Guests, and even some custodial work. This position will lead into a lifeguard role. Previous life guarding and/or swim team/water polo experience is a plus.

☐ Food & Beverage Host/Hostess (Table Service)

As a Host/Hostess in one of our Table Service Restaurants, you will be performing two main job functions. As a Greeter, you will be greeting Guest's, checking in Guest's, and making Priority Seating arrangements. As a Seater/Setter, you will set tables with the place setting(s), escort Guest's to their tables, spiel to Guest's while seating and presenting menus, maintain cleanliness of area, and monitor restaurant lobby.

☐ Quick Service Food & Beverage

Greets, takes and assembles Guest's order, serves salads, entrées, accompaniments, desserts and beverages. Stocks serving line with food and serving supplies. Ensures that the food is fresh and adheres to quality standards. Responsible for the sanitation and cleanliness of the area. Other duties include restocking, cleaning, portioning accompaniments, bussing tables and replenishing food items. Some bending and lifting is required.

☐ Quick Service Food & Beverage Cashier

As a Food & Beverage Cashier Host/Hostess, you will be greeting Guests, taking food orders, entering orders into a system, and processing payments. You may also be assembling food orders and presenting to our Guests. Other duties include bussing, restocking, cleaning, and replenishing food items. You must be able to perform basic cash transactions and count back change.

☐ Outdoor Vending Food and Beverage Cashier/Hostess

As an Outdoor Vending Cast member, some of your duties will include working outside, selling food, beverages and merchandise from an outdoor wagon, handling currency without a cash register, and stocking and keeping inventory of all items sold

☐ Food & Beverage Busser/Steward

As a Busser/Steward, you are responsible for bussing tables, disposing of trash, maintaining the cleanliness of all restaurant areas and self-service beverage stations, transporting trays and dishes to the dishroom, and washing plates, silverware, pots, pans, and trays using a dishmachine or three-compartment sink. You must be willing to work both the Busser & Steward positions.

☐ Characters (Entertainment)

In this role, Cast Members bring our famous Characters to life! Cast Members have opportunities to interact with Guest of all ages from around the world and create everlasting memories. This position is physically demanding, as Cast members work in hot, confining costumes. Cast members will work in a fast-past environment with heavy Guest interaction. This is a global role and Cast Members will work in multiple locations across the *Disneyland®* Resort including off property events.

Responsibilities may include: Signing autographs, posing for photographs, restaurant dining experiences, and having the potential to perform in parade and puppeteer roles. **Audition required.** Please see recruiter for details

☐ Disney Desk's Representative

Our Disney Desk's are located at nearby airports and local hotels. As a Disney Desk Representative, you will be providing information regarding the Disneyland Resort, answering questions, and selling park hopper tickets, annual passports and special convention tickets. You must have excellent knowledge of the Disneyland Resort, proven strong cash handling skills, sales experience, the ability to work independently, and the ability to be flexible and work at multiple locations. Some locations may include (but not limited to) LAX, The Grove, (located near the Farmers Market in LA), Fashion Island in Newport Beach, The Marriott Hotel, Ontario Airport, Sheraton Anaheim, Hilton Anaheim, and South Coast Plaza. At least one year of superior customer service experience is required. Previous Concierge experience is a plus.

☐ Ticket Takers

As a Main Gate Ticket Taker you are required to assist Guests in entering or exiting the Resort Parks. Must be adept at handling Guest inquiries in a fast-paced, team-oriented environment while efficiently processing ticket media. Must have the ability to read, assess and process ticket media, as well as, use the turnstile computer to validate tickets. Perform safety checks of Guest items while welcoming them in a warm and friendly manner.

☐ Vacation Planner

The first point of contact for our Guests. Sell Theme Park admission tickets and packages. Monitor and communicate acceptance conditions for multiple admission media. Must be able to be pro-active with Guests by asking and answering questions. Must be adept at working in a high volume, fast-paced and team-oriented environment. Required to utilize a computer and complete cash transactions. Entails working efficiently under pressure and handling large volumes of cash and credit card transactions. Must be able to deal with multiple forms of currency and have strong cash handling skills.

Backstage Roles

☐ Cast Costuming

Responsible for distributing costumes to the Disneyland® Resort On Stage and Backstage Cast Members, servicing approximately 12,000 Cast Members. Includes working in one or more of the following functions: Costume Issue, Locker Issue, Stockroom, and/or Sewing. Working one or all of these positions includes assisting Cast Members who need costumes, performing costume issue transactions, basic housekeeping activities, and basic inventory management activities such as putting costumes away on the storage racks, checking inventory quantities and condition, and organizing costumes. Working these positions requires frequent use of a computer to perform required daily tasks.

☐ Entertainment Costuming

As an Entertainment Costuming Cast Member you will work closely with the Disney show crews both indoors and outdoors. Job responsibilities include assisting with costume dressing, maintaining, organizing and arranging costume pieces for our performers, and working in a fast paced environment and lifting of up to 50 pounds.

Please be sure to complete and sign below

☐

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

Signature: _____

☐

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

Date: _____

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



Disney Worldwide Services, Inc.

P.O. Box 3232, Anaheim, California 92803-3232

Website: DisneylandResortJobs.com

Job Line: 800-766-0888

FOR OFFICE USE ONLY

Action _____ Position _____ S.I. _____ I.D.#: _____
Interview _____ REQ _____ Orient. _____
Recruiter: _____ LOB _____ Rate _____
2nd Interview: _____ Status _____ Rehire Code _____

PLEASE USE INK. INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED.

NAME (Last, First, Middle)				Date
Permanent Address	City	State	Zip	Phone Number
Temporary Address	City	State	Zip	Phone Number
E-mail Address:		Social Security #		

IF YOU WERE REFERRED BY A DISNEYLAND RESORT EMPLOYEE, PLEASE COMPLETE THIS SECTION

Referred By: _____
Employee I.D.# or Soc. Sec. No. _____
Department Name: _____

POSITIONS OF INTEREST:

Are you at least 18 years of age? ☐ Yes ☐ No Are you applying for: ☐ Full Time ☐ Part Time ☐ Seasonal

PERSON TO NOTIFY IN CASE OF EMERGENCY	NAME	Relationship (optional)	Address	Phone Number
---------------------------------------	------	-------------------------	---------	--------------

EDUCATIONAL HISTORY

	Name of school	Course	Circle Highest Grade Completed	Type of Degree or Certificate Received
High school			9 10 11 12	
Trade school			1 2 3 4	
College			1 2 3 4	
Post Graduate			1 2 3 4	
Other training or skills (software programs, courses):				Keyboarding WPM:

EMPLOYMENT HISTORY

READ CAREFULLY: Starting with your present or most recent job, account for all time including periods of unemployment.

Company Name, Address and Phone Number		Dates		Your Job Title, Duties and Supervisor	Base Wage/Salary	Explain Your Reason For Leaving
		Month	Year			
	From				Starting	
	To				Final	
	From				Starting	
	To				Final	
	From				Starting	
	To				Final	
	From				Starting	
	To				Final	
	From				Starting	
	To				Final	

It is the Company's policy to provide equal employment opportunity in conformance with all applicable laws. • You may omit any information revealing your age, race, religion or national origin.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER - CREATING MAGIC THROUGH DIVERSITY © Disney

Have you ever been employed by The Walt Disney Company or any of its affiliated companies? <input type="checkbox"/> Yes <input type="checkbox"/> No Where? _____ When? _____	Have you completed a prior application with The Disneyland Resort? <input type="checkbox"/> Yes <input type="checkbox"/> No When? _____
Do you have any relatives employed by The Walt Disney Company? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, give name & location: _____	
When will you be available to start work?	Starting wage expected: \$ _____ per _____
Are there any times / days which you object to working? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, when? _____	
How were you referred to The Disneyland Resort? _____	

PERSONAL INTERESTS

Hobbies, Interests or Special Skills:
Extra-Curricular Activities (Scholastic, Athletic, Volunteer, etc.):
Honors or Awards, Leadership Positions Held:

BUSINESS REFERENCES

NAME	OCCUPATION	MAILING ADDRESS	TELEPHONE

In accordance with the Immigration Reform Act of 1986, any offer of employment is conditioned upon satisfactory proof of applicant's identity and legal ability to work in the United States.

Can you submit verification of your legal right to work in the United States? ☐ Yes ☐ No

Have you ever been convicted of or entered a plea of guilty/no contest to a criminal offense (felony or misdemeanor) other than a minor traffic violation? NOTE: DUI **is a crime** and is **NOT** a minor traffic violation. A "yes" response will not necessarily disqualify an applicant from employment. Failure to answer this question accurately could cause denial of employment or termination of employment.
☐ Yes ☐ No

If you are unsure how to answer this question, please place an "x" in the following box and discuss this with **your interviewer** during your interview.
☐ **Yes, I wish to discuss.**

If yes - what, when, where (State & County) and disposition:

PUBLIC RECORD WAIVER

I understand that, in connection with my application for employment or during my employment if I am employed, the Disneyland Resort may obtain information bearing upon my general reputation, personal characteristics or mode of living, including public record information, without using a consumer reporting agency to obtain it.

☐ I waive the right to receive a copy of any public record that the Company may obtain about me.

If an offer of employment is made, I agree to submit to a physical examination and to subsequent physical examinations when requested by the Company. I authorize my present and former employers and other individuals to give information concerning me, whether or not it is in their records, and I release them and their companies from any liability whatsoever. I also authorize the Company to give information concerning me, whether or not it is in its records, to prospective employers in the future, and release the Company and its employees from any liability whatsoever. **I CERTIFY THAT ALL STATEMENTS GIVEN ON THIS APPLICATION ARE CORRECT, AND REALIZE THAT FALSIFICATION OR MISREPRESENTATION, INCLUDING OMISSION, OF THIS OR ANY OTHER PERSONNEL RECORD MAY RESULT IN MY DISCHARGE. IN THE EVENT OF EMPLOYMENT, I AGREE TO ABIDE BY ALL PRESENT AND SUBSEQUENTLY ISSUED RULES OF THE COMPANY, AND RECOGNIZE THAT MY EMPLOYMENT IS AT WILL AND CAN BE TERMINATED AT ANY TIME BY MYSELF OR BY THE COMPANY WITH OR WITHOUT CAUSE, OTHER THAN FOR A REASON WHICH IS PROHIBITED BY LAW. I UNDERSTAND THAT (EXCEPT FOR A WRITTEN EMPLOYMENT AGREEMENT FOR A FIXED TERM) NO REPRESENTATIVE OF THE COMPANY HAS AUTHORITY TO ENTER INTO ANY AGREEMENT WITH ME FOR A SPECIFIED PERIOD OF TIME, OR THAT IS NOT TERMINABLE AT WILL BY MYSELF OR THE COMPANY, OR TO MAKE REPRESENTATIONS CONTRARY TO THE FOREGOING.** Also, in the event of employment, and in consideration thereof, the Company and any person or concern it may authorize, shall be entitled, without further consent to copyright, sell or use in any manner, any picture or photograph of me (including still, video, or motion picture), or recording of my voice.

I HAVE CAREFULLY READ AND AGREED TO THE ABOVE.

SIGNATURE _____ DATE _____

