

Role Checklist

In all roles Cast Members are required to provide exceptional service to help create magical experiences for our Guests and Cast Members. Strong communication skills, the ability to multi-task, work in a dynamic/often changing environment while promoting team work and displaying a positive attitude are required to meet expectations.

Directions: The following roles may be available at the Disneyland Resort as part of the Disney College Program. The summaries listed below provide an overview of each role. It is important to note that each role may include, but is not limited to the responsibilities and physical activities in the summaries listed below. *All roles may include exposure to outside elements, including heat, humidity, wind, cold and wet conditions.* Please read the role summaries carefully. Check the boxes of the roles you are interested in pursuing. Please note, you may be considered for additional roles.

☐ Attractions

Attractions Cast Members are responsible operating attractions in a to provide a safe and enjoyable experience for the *Disneyland®* Resort Guests and Cast. Multi-tasking is required to be alert of one's surroundings, dispatch ride vehicles, safely load and unload Guests, provide direction to evacuate rides, give memorized spiels to large groups, solve problems quickly, answer questions and be responsive to special requests. Cast Members also have high degree of Guest interaction when working parade and Entertainment Guest Control. Physical demands include standing and walking for long periods of time, constant hand use and repetitive wrist movement.

☐ Retail Sales Clerk

Retail Sales Clerk Cast Members have the opportunity to work indoors and/or outdoors at a number of locations throughout the *Disneyland®* Resort. Responsibilities include operating a point-of-sale system (POS register), cash handling, greeting Guests entering and exiting the location, stocking and counting inventory. Cast Members will be expected to assist Guests with their merchandise selection and share Resort information. Must be able to use computer register, handle cash, lift stock/inventory and push/pull up carts and dollies. The position requires walking or standing in outdoor locations for most of shift.

☐ Ticket Seller

The responsibilities of a Ticket Seller include operating a computerized ticketing system, informing Guests about ticket options, cash handling, providing information, answering questions, handling Guest situations and accommodating special requests. Cast Members are required to multi-task, answering Guest questions while processing transactions on computer. Memorization of multiple types of media needed. Strong communication and listening skills are also necessary. Strong computer skills and cash handling or comparable experience are required.

☐ Custodial

Custodial Cast Members have the opportunity to work in a variety of locations. Responsibilities require working both indoors and outdoors. Daily responsibilities include picking up debris, emptying trashcans, cleaning restrooms, sweeping and general area cleaning. Strong communication skills are required for a high volume of Guest and Cast Interactions. This position also includes constant walking, standing, pulling/pushing, repetitive sweeping motion, and lifting.

☐ Custodial Busser

Custodial Busser involves working in one of the following positions: Busser and/or Steward (Cast Members must be willing to work in both of these positions). Their responsible for greeting and interacting with our Guests in a positive and friendly manner, 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 dishes. The position also includes constantly standing, frequently walking, and pushing/pulling and lifting.

☐ Cashier – Quick Service Restaurant

Cashiers responsibilities include greeting and taking the Guest's order, entering order into computer register, and verifying the Guest's order by repeating total order back. Cast Member receives and processes payment, cleans and maintains work area, replenishes food and other serving items as necessary and receives and prepares orders according to established guidelines. Involves repetitive wrist motion, bending, lifting and pushing/pulling.

☐ Food Cart Cashier

Food Cart Cashier involves selling product outdoors on wagons while constantly interacting with our Guests. Responsibilities include strong cash handling with or without cash register, working independently, preparing and delivering food and merchandise products. Role requires constantly walking or standing, pushing/pulling, lifting inventory, and frequently bending/twisting/kneeling.

☐ Food Service Worker

Food Service Worker involves working in one of the following positions: Dish-up/Presenter, Greeter, Runner, Food Preparation and Drink/Beverage Pourer. Duties may include answering Guest questions, taking and assembling Guest's orders, serving salads, entrees and beverages, stocking and replenishing food. Role requires frequent pushing/pulling & lifting, constantly walking/standing.

☐ Food Prep

Cast Member duties will include preparing, washing and cooking appetizers, salads, pasta, waffles, sandwiches, vegetables and hamburgers. May also be assigned as attendant at carving station. Responsible for ensuring food is cooked to proper standards and cleaning kitchen equipment and practices proper sanitation procedures and cleaning kitchen and practicing all HACCP procedure. Role requires constantly standing, frequently walking, pushing/pulling, lifting, bending twisting and kneeling. Work with cleaning supplies. Latex Gloves required when working with food product.

☐ Entertainment Costuming

Entertainment Costuming Cast Members are responsible for issuing costumes to Cast Members performing in shows/parades. They are Costume pre-set and maintenance for characters shows and/or parades assist performers in dressing, Assembles character costumes and pre-set them. Role requires inspection of costume pieces and making repairs as necessary for costume to be show ready. This position also includes constantly walking, standing, pushing, pulling and lifting costumes/costume pieces of that may weigh 25 lbs or more.

☐ Cast Costuming

Costuming Cast Member are responsible for interacting with Cast Members by answering questions and providing directions concerning the location and proper wear of over 200 types of costumes, sorts and organizes costumes, sort soiled laundry and operate computerized Costume issue system. This position requires working in warehouse environment. Physical demands include walking, standing, climbing tall ladders and working at heights. Additionally, lifting/pushing costume inventory that may weigh 25lbs or more.

☐ Photo Imaging

Photo Imaging Cast Members provide Guests with the opportunity to capture their experience at the Disneyland Resort with high-quality photos taken with the latest in digital photography technology. Cast Members are responsible for proactively approaching Guests to offer photo opportunities and informing them of the variety of services available. This position requires to work outdoors, constant walking and standing and must carry photography equipment.

☐ Disney Desk

Disney Desk Cast Member responsibilities include providing excellent Guest Service, having a detailed level of knowledge about the Disneyland Resort and its ticket options, following cash handling procedures, highly technical computer systems with a significant amount of memorization required, making reservations for Guests as needed and managing a daily ticket inventory. This position requires that you are able to work independently and remotely at each Disney Desk location at our Good Neighbor hotels, Airports, Shopping Centers and the Disneyland Resort Welcome center. There will be constant standing and walking for 8 hours.

☐ Front Desk

Front Desk Cast Member responsibilities include checking in Guests, operating highly technical computer systems, provide information for the Resort and surrounding areas, answering Guest questions regarding the Disneyland Resort and cash handling. Front Desk Cast Members are required to multitask, memorize multiple types of rooms as well as other information and maintain high attention to detail in a fast paced environment.

☐ Reservation Sales Agent

Reservations Sales Agent is responsible for receiving large number of continuous inbound calls on a multi-line system, answering incoming calls, serve as a product subject matter expert by providing world-class sales and service in support of revenue-generating travel sales. High Guest Service expectations, computer skills and high attention to detail are also required for this position.

☐ Guest Research

Guest Research Cast Members are responsible for conducting high-volume field research across the Disneyland Resort. Cast Members are responsible for initiating one-one-one interviews with Guests, collecting data and accountable for daily mobile computer equipment check before and after shift. Must follow strict verbatim and methodology procedures when conducting interviews. Constantly carrying a seven-pound mobile data collection computer around the waist, a hand held penslate monitor and a stylus to input data. Must be able to multi-task as conducting interviews and answering Guest questions. The position requires walking or standing in outdoor locations for most of shift.

☐ Atmosphere Character

Atmosphere Characters are required to provide exceptional service by portraying Disney characters at the *Disneyland*® Resort. Atmosphere Character performers portray specific costumed characters at the Disneyland Resort. Role is physically demanding, as Cast Members work in costumes may weigh 25lbs or more. Costumes are confining and hot. Cast Members must follow performance set schedules, understand and maintain the character brand and have knowledge of Disney characters and their associated animation techniques.

☐ Lifeguard

Lifeguard responsibilities include ensuring the well-being of our Guests, keeping pool areas clean, answering Guest questions, enforcing policies, rules and regulations of Recreation locations. Physical demands include ability to swim 200 yards, perform work that may involve lifting Guests, in and out of the pool up to 100 lbs or more with assistance. Lifeguard training provided and must be successfully completed.

☐ Resort Transportation & Parking

As part of the Resort Transportation & Parking team, Cast Members are responsible for directing traffic, operating passenger-carrying trams, memorize and recite a safety spiel, cash handling and assisting Guests with loading/unloading of strollers, wheelchairs and other personal items. The position requires constant Guest interaction, standing and walking for long periods of time, arm movements to direct vehicle traffic and working outdoors in a wide range of environment elements.

☐ Ticket Taker

Ticket Takers are the first contact for all Disneyland Resort Guests as they enter our Parks. Responsibilities include greeting Guests at the turnstiles, processing Guest ticket media, checking Guest bags before they enter our Parks, performing crowd control and maintaining exemplary Guest service. Ticket Takers constantly work outdoors, stand for long periods of time and may lift, push, and pull up to 50 lbs.

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:

818-260-8280, Attn: E-Presentation.

After faxing, please mail application & role checklist to:

Disney College Recruiting

Attn: DLR E-Presentation

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