



Role Checklist – J-1 Academic Program

Directions: The following roles are available as part of the *Walt Disney World®* International Program. The descriptions listed below provide an overview of the responsibilities included in each role. **All roles include interacting and sharing your country culture and heritage with our Guests and fellow Cast Members. All roles also include exposure to outside elements including, heat/humidity, cold temperatures, and/or wet conditions, prolonged standing and walking and keeping work areas clean.**

Please read role descriptions carefully. It is important to note that each role may include, but is not limited to, the descriptions below. In the boxes next to the roles that interest you, **please number the positions in order of your preference.** Please note you may not be offered your first choice. Please bring this document to your interview.

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

- I am receptive to working in Quick-Service Food & Beverage at the Magic Kingdom, which may include working extended shifts in a high-volume environment.***

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

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 Guest information
- 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

Main Entrance Operations

Responsibilities may include:

- Working in one or more of the following areas:
 - **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

Role 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

() **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

() **Bell Services**

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

() **Vacation Planner**

Responsibilities may include:

- Selling ticket media to Guests
- Strong knowledge of the *Walt Disney World* Resort and its ticket media
- Learning computer-based ticketing systems
- Handling large amounts of cash
- Assisting Guests with selecting ticket packages
- Stocking ticket booths with guidebooks, pamphlets, and other supplies
- Assisting with audience control, including during parades
- Standing for extended periods, working outdoors

() **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

() **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 *Walt Disney World* Resort

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

() **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".

() **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

() **Costuming-Backstage Role**

Responsibilities may include:

- Issuing costumes to fellow Cast Members
- Operating computerized costume checkout system
- Working around performers in various stages of dress
- Operating basic laundry equipment
- 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

Please be sure to complete and sign below

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

Print Name: _____

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

Signature: _____

Date: _____

