

## Role Descriptions

The following roles are available as part of the Disney International Program - J-1 Academic Exchange Experience. The descriptions 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.

### Concierge

Responsibilities may include:

- Completing check in/check out process for concierge club-level guests by inputting and retrieving information from resort computer system;
- Proactively greeting guests, exhibiting the expected high level of Disney show quality, often times interacting with VIP's, celebrities, and executives;
- Creating individualized ticket packages;
- Being comfortable in a strong sales environment;
- Making reservations and handling any special requests from guests;
- Handling cash and other forms of payment, including foreign currencies exchange;
- Maintaining cleanliness of common guest living/dining areas within concierge club-level;
- Assisting with luggage and other deliveries to guest rooms;
- Working concierge buffet line which can include maintaining overall cleanliness of buffet area and replenishing food, washing dishes, serving alcohol, maintaining inventory of liquor, and partnering with culinary team to ensure food quantity;
- Partnering with property VIP tour guides.

### 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
- Due to costuming requirements, special consideration will be given to individuals 4' 8" - 5' and 6' - 6' 3".

Character Performer participants must attend an audition shortly after they arrive.

### 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

Responsibilities may include:

- Work 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 set up, sauce-making, catering production and salad and sandwich preparation
- Deep-frying, sautéing, roasting, broiling and grilling, along with vegetable, grains and starch cookery

### **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 183 meters freestyle or breaststroke
- Retrieve a 4.5 kg brick from the deepest section of the pool (minimum 2.4 meters)
- Tread water with hands out of the water for two minutes

### **Resort 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
  - 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

### **Role Rotation**

Each candidate will rotate between two different roles during the course of their program. Must be receptive and able to perform all roles described below:

- **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

- **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

- **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

### **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