

DCP PHONE INTERVIEW

About Me Questions

Why do you want to do the program?

Disney has always been such a big part of my childhood and I got to experience so many amazing things there that being able to work for Disney and provide that experience for other children and park goers would be an amazing opportunity. It's a real honor to be chosen as a participant and also great experience, one I've been dreaming of since I first found out about it at fourteen years old. I'd also like to include Disney in my work experience as it is a terrific company and speaks to my level of experience if I were to be a cast member at the parks. I have also been looking into the professional internships and have learned that this is the first step in the right direction if I were to pursue further employment with Disney. This is also my last chance to be a part of the DCP due to graduation and getting married. I had planned on applying for the session that's currently going on, but I realized after I started my application that I couldn't just up and leave campus due to a few commitments.

Big part of childhood

Always wanted to be a part of Disney

Great work experience

First step to internships and further employment

Last chance due to graduation

Tell me about your past work experience.

I've worked in many different positions, mostly relating to media, guest relations, and food service. My very first job was with the local Taco Bell back home, and that paved the way for a string of amazing opportunities. I worked at the university call center one semester which was such an awesome time because I got to speak with potential students who had such an enthusiasm for the step they were about to take in their lives. Most recently I've worked with Serendipity Cinematography as a wedding cinematographer, and that has been an absolute joy. I've been planning my own wedding since I was five and will be getting married in just over a year from now, so being able to record these brides' special day and help create a highlight video that they can relive has been so wonderful.

Mostly media, guest relations, food service

Taco Bell

Call center

JC Penny's

Serendipity Cinematography

What are your weaknesses and strengths?

My strengths lie in the fact that I am a very understanding and low-key person. It takes a lot to get me upset or disturbed, which is an asset when dealing with guest who may be angry at you for nothing that was your own fault. As far as weaknesses, sometimes I bite off more than I can chew when I'm working or trying to help people and end up running myself into the ground.

Understanding and low key
Can take on too much to do at once

What are you looking forward to the most?

There are so many amazing opportunities available through this program. I get to serve guests and make their visit magical just as mine have been in the past, I get the chance to meet many new people and interact with Cast Members from around the world, and this program is also the first step to many professional internships and opportunities down the road.

Make guests' visits magical
Meet people from around the world

Are you bilingual?

I am not, though I am able to communicate at a basic level in Spanish. I studied it my entire high school career, and if I spent time building the skill back up I could easily utilize it. It has just become a little rusty because I don't use the skill often. There are Spanish-speaking customers that come into our portrait studios that I communicate with at some times, but otherwise no one around me speaks the language.

No
Can understand basic Spanish
Could brush up

Work Questions

Do you prefer working indoors or outdoors?

I can honestly work in either position, though I am fairly fair skinned, so indoors helps. I do know that certain roles require me to be outside, for example character attendant and photopass photographer, so if I were assigned there I would be perfectly happy and make sure to pack lot of sunblock.

Either
I'm pale, so inside is good
Character attendant and PhotoPass require outside
Just pack sunscreen ;)

What kind of pace to you prefer working?

It's nice to have a break every now and then, but at the same time I love to feeling of accomplishment after a long, continuous day at work. When I feel like I'm not contributing or working, I get restless. In the university call center, there were days when I spent the entire time listening to the phone ring, and I felt as if I were going nowhere and helping no one.

Nice to have a break
But accomplishment after a long day
When not contributing or helping, I get restless

Tell me about a time when you had to handle an emergency?

I have not had to handle a legitimate emergency yet, however this past year I was in a freshman dorm where many people would set off the fire alarm on accident or on purpose, so as a student leader I was responsible for making sure everyone got out of the building in an orderly fashion. The same applies in any emergency situation, ascertain that everyone is out of harms way and then turn to management for any instructions and ways I can help.

Had not had one
But responsible for students during drills as leadership

Tell me about a time when you had to deal with a difficult guest, co-worker or manager?

We've had many guests complain about our services at JC Penny's, that the prices are too high, things are taking too long, etc. But at one point, our system malfunctioned and did not store orders or send them to be printed, so we had to reorder and explain what had happened. All we could do was calmly explain the situation and offer them something in return for their time and patience.

People think photos cost too much
Computers went down
Had to call and explain, offer things in return

Name something you didn't like about your past jobs?

The only thing I particularly did not like about one of my past jobs was how scheduling worked. My boss would only schedule one week out, and sometimes as we got to the end of that week's schedule, she wouldn't send out the next week until Saturday when the schedule started the following day. If she had given us the schedule far enough in advance, I'd be perfectly fine. It was just the fact that sometimes I didn't know if I was working the next day that could be frustrating.

Not enough advance notice of schedule

Tell me about a time you were a team player?

All of my projects and work as a film student are group projects, so I've learned well how to let everyone give equal input, delegate roles, and all participate in making one great project a reality.

Film projects

Name a time when you went out of your way for a guest or made guest feel special?

There was one child in the photography studio when I worked for JC Penny's that had down syndrome, and when his mother let me know I sat down next to him and did my best to make him feel at home so he wouldn't be afraid of either me or the camera and flash. It took a bit and the appointment was longer than usual, but the smile, however small, on the boy's face was well worth it.

Child with down syndrome
Got on his level, made sure he was comfortable
Spent extra time just to help him smile

Tell me about a time when you worked a busier than normal day. How did you handle it and were you comfortable?

The holiday season (November and December) for the portrait studios is always busy, so any Saturday or Sunday was always very, very hectic. We had to prioritize and run things at 110% because we were also understaffed, which was difficult. We had to run a lot of customer service because we would often be behind. It was difficult, but also gave me a sense of having accomplished a lot, which I was thankful for.

Holidays are busy

Every weekend was definitely packed and most weekdays too

Hard work, but at the end such a feeling of accomplishment

Do you prefer to work alone or in a group setting?

I prefer either. Being alone is nice because it means that I have lots to do and can keep busy, but being with coworkers also making the experience so much fun because we can work off of each other and help each other out.

Nice to be alone so that I have lots to do

But coworkers are also great to bounce ideas off of and work alongside

How would you handle a guest who doesn't speak English but clearly needs help?

I would try and motion or figure things out with the guest first, and if I knew of a cast member who spoke the correct language I would attempt to find them.

Try to motion and sound things out first

Maybe see if there's a cast member I know speaks the language

Google translate

Do you mind working mornings, evenings, late nights, weekends and holidays?

Not at all. Nearly all of my jobs have required me to work such hours already.

Nope

Living Arrangements Questions

Have you lived with roommates or in a dorm situation before? How about in double or triple occupancy?

I have for both years in college as well as when I was younger I lived with a sister two years my junior.

Yes

How would you handle a roommate that wasn't cooperating?

I would decipher what exactly the problem that they were having was and attempt to solve it. If that didn't work, I would have a small talk with them to try and explain my side of the issue.

Try to figure out the issue and fix it

Talk to them if that doesn't work

What do you think the worst part about Disney housing will be?

The only thing that I can really think of is taking the shuttle to work, but even then it's not that difficult.

Maybe taking the shuttle, but even that doesn't seem bad

Are you comfortable with working and living far away from home?

I am. I've been away from home for some time being at college, so it would not be that different.

Yes

How would you feel about possibly having international roommates?

I think it would be an amazing opportunity to learn more about a whole new culture.

Awesome to learn a new culture

Disney Questions

Are you familiar with the Disney look?

Yes, definitely. I understand wanting to make sure cast members will be professional and presentable to anyone visiting the parks.

Yep

Do you have any tattoos or piercings that can be seen outside a one piece bathing suit?

Besides one in each ear, nope.

One in each ear

At which park or resort would you prefer to work?

I am open to either Disneyland or Disney World. If placed in Disney World, I would prefer EPCOT or Magic Kingdom, though I would love any of the parks to be completely honest.

Either park
WDW - EPCOT or MK

What are your preferred roles?

PhotoPass Photographer
Character Attendant
Merchandise
Attractions
Character Performer

Character Attendant Questions

Why Character Attendant?

I understand what it means to keep character integrity and create magic. I have no problem answering questions all day. I would love sharing information about the parks and the best times to meet characters.

Love interacting with characters
Autographs and meet n' greets was the best as a kid
Want to keep that magic alive for the next generation

How is _____ in two parks at once?

They use Tinker Bell's pixie dust to move between parks.

Pixie dust

Why can't characters talk?

They must save their voice for the show or say something in line with the story of the character, for instance if Ariel couldn't speak for some reason, then Ursula stole her voice again.

Save their voice for the show
Something that fits the character's story

What would you do if a child being rough with the character?

I would get the character a safe distance away from the child then ask the child nicely to think about the characters feelings and tell them it makes them sad. Maybe have my character make a sad face or motions so the child can understand it hurts them. Explain that they want to be friends. I would also ask the parents to step in and help create and keep the magic. *Call security as last resort

Take the kid aside
Ask nicely
Security is last resort

What does character integrity mean to you?

Character integrity means preserving the magic. There is only one Mickey Mouse, saying things such as he doesn't go to the bathroom, but he is going to get have lunch with Minnie or Buzz needs some batteries. Also, when outside of work or off the clock it's important to say you're friends with "Mulan" or "Goofy".

Keep the magic alive
Only one Mickey Mouse
Not saying you know who plays Mulan, you are friends with her

What would you do if a child was afraid of a character?

I would tell them how I used to be terrified of the characters when I was younger because they were so big and tall, but now that I'm older I realized they're actually not that scary and that they really just want to be friends and have fun.

I used to be scared
Not scary, want to be friends

How would you tell someone that your character has to leave for the day or for a break?

I would keep it in character with the story. Maybe Minnie is going to go bake some cookies or Goofy needs to go walk Pluto.

Keep with story

What would you tell guests if you had to turn them away because a line was closed for the day?

I would apologize and give them the next time and location that this particular character will be available and also inform them of any characters in the park at this very moment and the location of these characters. I would also recommend some good times to see their favorite character.

Attractions Questions

How do you feel speaking in front of large groups?

Assuming that I know what to say, I am perfectly comfortable in front of crowds. I have for group presentations and auditions for drama performances.

Comfortable if I know what to say

What would you do if a 4 year old girl wanted to ride Space Mountain but she was too short?

If a child is too short to ride, I would apologize and tell them they are a little too short to ride this ride but I can show them some awesome rides in the park that are just as cool. I would then ask the parents for their map and then mark or show them all the attractions the child can get on. I would then give the children stickers or something cool to make them feel better and encourage them to return when they're taller.

Too short

Apologize

Tell parents what she can ride

Stickers

If you were doing a task that was repetitive (spiels), how would you keep yourself interested in it?

I would find ways to get guest excited. I would say my spiels in as many exciting voices or tones as I can. I would find little games like "who can be the loudest" or "who can find a hidden Mickey". I would move around a little bit or wave to guest about to take off on a ride. There's always a way to keep something entertaining. I could practice talking in different voices (only ones people could understand, of course), sing along to one of many lovely Disney songs, or generally absorb the energy and magic that is Disney to help spice up the day.

Play games

Make voices

Sing songs

What would you do if you messed up your spiel?

Since I'm the only one who would know I messed up, I would play it off and immediately get back to where I was.

Only I know I messed up
Just pick it right back up

What would you tell a guest that wanted to get on an attraction but it was out of service?

At this time (insert ride) is out of order, but it should be up and running fairly soon/tomorrow/ whenever. I would then invite them to check out a different attraction in the meantime.

Should be up and running (insert time)
Check out (insert other awesome attraction) in the meantime

Would you be willing to assist with crowd control during parades?

Certainly.

Yes

How do you feel about operating a ride?

I have not yet done so, but with enough training and experience I would be comfortable.

Not done so yet
With training, comfortable

Merchandise Questions

What would you do if someone wanted an item, and the shop was out of it?

I would apologize for not having the items in stock. I would call down to the stockroom and ask them if the items are available . . . if so I would have them send it up. If it's not available, I can tell them where to find it or possibly have it ordered to their room or reserved. But an effort will definitely be made to find their requested item.

Apologize
Double check
Tell where to find it
Have it reserved

What would you do if a guest wanted a specific item that you did not carry anywhere in your park?

I would tell them what park has the items or refer them to Downtown Disney's World of Disney store, since they have many of the same items and it's one of the biggest Disney merchandise stores. Also, ask check if it's online. Maybe offer to reserve or order the item.

Tell which park
Downtown's World of Disney has the biggest stock
Reserve for them

You will have to be able to pin trade with customers, will you be comfortable with children touching your lanyard and asking to trade?

Yes. I want the guest to have the most memorable experiences.

Yep

Loved pin trading last time I was at Disney

If your phone is ringing, you are checking a person out, and someone in the store needs help with an item... what do you do first, second, and last?

Answer the phone and ask them to hold, apologize to checkout customer and then answers the customer question.

Phone

Checkout

Question

Are you comfortable suggesting items to guests based on first impressions?

Yes, I would need to get to know the merchandise, but once I knew what we offered, I would offer suggestions because that often helps guests find what they're looking for.

Yes if I know the merchandise

Are you willing to work independently outdoors at a cart?

I am.

Yes

How would you make someone's experience magical if you were working as a merchandise cast member?

I would make sure that they're finding everything they needed as well as offer suggestions should they desire help. Interacting with the children is also important, as if you pay special attention to the kids their parents are often grateful. The little girls dressed as princesses are so adorable, and addressing them as if they were actually the character is sure to help make their day magical. Pin trading is also another way to help keep the magic alive with both kids and adults, because many of them have been searching high and low for said pins. I would also speak with anyone who has a pin for example "Happy Birthday!", or "what are you celebrating?" or "how is your first day in the park?" I would also do water mickeys if in custodial, pin trading for merchandise, suggest magical poses in character attendant, stickers in attractions. I would also do hula hoop, trivia, balloons, games, and other activities based on my role and location.

Get down on the kids' level

Pin trading

Address kids in costume as the character

Take note of celebrating pins

Have you handled cash before?

I have at nearly every job that I have worked.

Yes

PhotoPass Questions

What experience do you have working with camera equipment?

I personally own a Nikon D5200 and have worked as a freelance photographer for two years. I also work with a Nikon camera for JC Penny's. I also work with Canon dSLRs at one of my other jobs, recording weddings as a wedding cinematographer.

Yes

Nikon and Canon as well as high end film equipment for school

Would you be comfortable carrying up to 15 pounds for your shifts?

Yes.

Would you be comfortable using equipment waist-deep in water?

It would certainly make me nervous because I would not want to break anything. However, if there was a legitimate reason for me to be doing so and the proper precautions were taken, then I would be able to handle it.

Nervous because water

If I was supposed to and had proper precautions, I'd be fine

How do you feel about achieving monthly sales goals and suggesting products?

Working for JC Penny's I have gotten used to a sales quota and suggesting additional products, so I would have no problem.

Quota with Penny's

No problem

Are you comfortable working in several different parks, potentially all in the same week?

Yes, in fact that would be awesome because I get to experience more.

Yes, more experience :)

How do you feel about a guest refusing a picture?

It's nothing personal, but I would definitely try to convince them that it's a good idea because they'll regret not taking the picture later when they want to look back on their vacation.

Not personal

Still highly suggest because memories

Character Performer Questions

How would you act as a character performer?

You definitely have to stay in character at all costs, no matter what happens. You also have to be over the top and remember that especially to small children you are the real deal and want to make their experience magical.

In character at all costs
Over the top performer

Do you have any experience in theatre, dance, or performing in general?

Theater, yes. I performed all four years in high school. Dance, not as much.

Theater, four years
Dance, not really

What would you do if a child was scared of you while in costume?

I would get down on their level and try to seem more friendly, because if I towered over the child then I can see how they'd be more scared.

On their level

Are you planning on attending an audition? Where?

Possibly, in Phoenix in March.

Maybe

Interviewer Questions

Have you done the DCP before? How did you like it? Where did you work?

Tell me about your Disney Career? What is the most valuable thing you have learned from it?

Do you have any magical moments or experiences?

Did you take any Disney Classes? What did you like about them?

What kind of qualities does Disney look for in future CPs?