

# DISNEY

# College Program

## QUICK GUIDE



# INTRODUCTION

**So, you're thinking about joining the Disney College Program?** It's a big decision to make, and it's not a decision you want to make lightly.

The DFB team has several members who have participated in the Disney College Program ("DCP") back in their college years, so they know first-hand what it's like to work onsite, what steps you need to take to apply for this program, and the pros and cons attached to this 4 to 8-month position.

Throughout this guide, we'll be using the expertise of our former DCP members to show you this program's benefits and perks, tips and tricks for applying, specific interview questions you might be asked, and MORE.

**Of course, keep in mind that things are subject to change. Check the official DCP rules before taking any steps.** And note that each person's experience in the college program will differ!

We hope this serves as a good starting point for you in your journey!





# FAST FACTS

## WHAT IS THE DISNEY COLLEGE PROGRAM?

The DCP is a one-of-a-kind **Disney World internship** where you can enjoy exclusive Disney opportunities while working a front or backstage role at “The Most Magical Place On Earth.”

## WHAT ABOUT TRANSPORTATION?

The DCP provides **free bus transportation** from Flamingo Crossings Village to and from the parks and resorts, as well as local grocery stores and more.

## WILL THE DCP LEAD TO MORE OPPORTUNITIES?

The DCP gives you the chance to **network with Disney leaders** and explore potential opportunities after your program, like program extensions, additional internships, full-time roles, and more.

## WHAT IS THE LIVING SITUATION LIKE?

DCP members have the opportunity to live in a **dorm-like setting at Flamingo Crossings Village.** This complex features fully furnished apartments and includes other amenities like a 12,500 sq. ft. fitness center, quiet spaces to study if you're taking classes for school, and resort-style pools. You can opt out of this housing option, but you’ll need to find off-site housing on your own, and it can restrict what activities you may have access to.

## HOW LONG DOES THE DCP LAST?

Program lengths typically range from **4 to 8 months** but have the potential to extend up to **one year, max.**

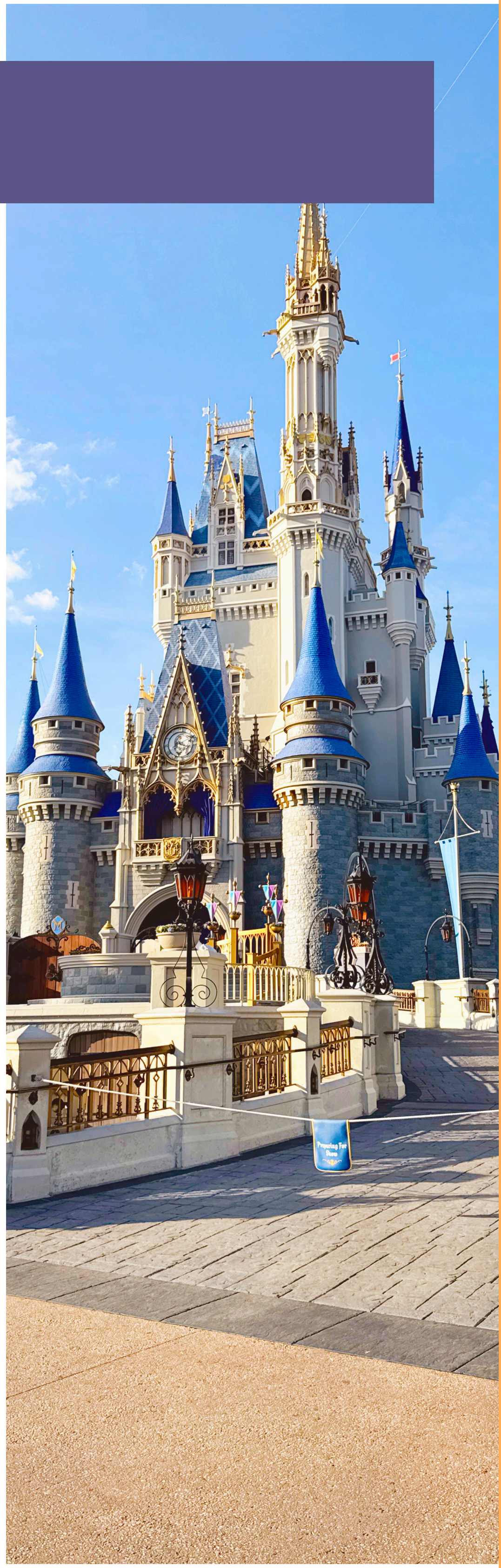
## HOW DO COLLEGE CREDITS WORK?

You’ll need to **speak with your college counselor** to determine if/how this internship will count toward your college credits.

# JOB BASICS

## ELIGIBILITY REQUIREMENTS

- Must be **at least 18 years old** at the time of application.
- Need to be **currently enrolled** & taking classes OR **have graduated** from an accredited United States college, university, or higher education program **within 24 months** of the application posting date.
- Must have completed at least 1 semester at an accredited US college, university, or higher education program by the time of program arrival.
- Must possess unrestricted work authorization within the US. (Disney doesn't sponsor visas for the College Program.)
- Meet school requirements (GPA, etc.) if applicable.
- Need to **be fully available to work** Sunday through Saturday, including days and nights, holidays, weekends, and overtime.
- Disney has fairly **strict appearance guidelines;** you'll need to be receptive to those.
- Students who have not yet graduated from high school but have dual enrollment with a college are not eligible to apply.





## PAY, BENEFITS, AND PERKS

- Starting pay: **$18 per hour**
- **Pay will be on a weekly basis**
- You'll also receive **complimentary theme park admission.**
- And you'll get access **to Cast Member-exclusive discounts** available for many shops, restaurants, and more.

## PROGRAM FEES

- If you accept an offer with the DCP, you will need to pay a non-refundable **Program Participation Fee** within 7 days of your program offer date. The initial fee is typically **around $240.**
- **Three weeks before your arrival**, you'll need to pay a non-refundable housing fee if you opt to live at Flamingo Crossings Village. This is typically around **$227.**
- Housing costs for Flamingo Crossings Village typically **range between $227-275+ per week.** If you bring a vehicle, a **parking decal costs $150.** If you extend your program, the tag can be renewed for $75.



# HOW TO APPLY FOR THE DCP

## THE APPLICATION

The DCP application will ask you several questions about yourself and your college career. If your major isn't hospitality-related, don't sweat it! **The DCP is open to all majors.** Your work and service experience are what really count.

Typically, you'll have the opportunity to **fill out a form listing your previous work, service, and internship experience.** Do not be shy! This is your time to show recruiters just how qualified you are to work at Disney World.

You'll also generally have the chance to upload a PDF of your resume or CV. **This typically isn't required, but we recommend doing this anyway** to show the Disney recruiters that you're thoroughly prepared.

DISNEY FOOD BLOG
insider TIPS

When filling out your job experience and creating your resume, it's important that you **speak Disney's "language."**

Disney trains Cast Members to serve guests based on 5 Keys: **Safety, Courtesy, Inclusion, Show, and Efficiency.** Using these keywords in your resume can increase the chances that your application is selected.

**Instead of using words like "customer" and "client," use the word "guest."** Disney World is ALL about the guest experience!

## PHONE INTERVIEW

If your resume is accepted, you'll move on to step two – the phone interview. The phone interview with a Disney recruiter typically lasts anywhere from **15 to 30 minutes,** but if it takes less or more time than that, it generally doesn't mean anything, so don't worry.

The best way to prepare is to **research the 5 Keys** and be prepared to incorporate them into your answers. We also recommend that you **write down a few things about yourself and your prior experience beforehand** so that you sound prepared and confident when speaking to the recruiter. Remember to **use words like "guest" and "service"** as well!

NOTE: In the past, there was once a **Web Based Interview** that DCP applicants had to complete BEFORE the phone interview portion of this process. While **this doesn't seem to be the case in recent years**, it's always a good idea to double-check the DCP applicant requirements via the DCP website, since things can always change again.






# AFTER APPLYING

## POST-INTERVIEW

After the phone interview, you can continue to **keep an eye on your application status via the online portal** from which you applied. You may also receive email updates.

Eventually, you'll either get a notification that your application is no longer in consideration, or you'll receive an acceptance email during periods that the recruiters like to call "acceptance waves."




## ACCEPTANCE WAVES

**Acceptance waves are the days** (typically once a week) **when rounds of applicants get accepted into the program.** A few people get accepted outside of these "waves," but for the most part, acceptances will typically roll out several at a time, once or twice weekly.

Once you're accepted, you'll be prompted to pay your program fees and fill out some paperwork to get you in Disney's system and prepare for your arrival at Disney World.

According to Disney, your "role placement" will be shared with you about 4-weeks prior to your arrival. Then, about a week before your arrival date, you'll get confirmation of your role placement. But keep in mind that your placement is subject to change based on business need.

***CONGRATULATIONS!!!***

# GENERAL TIPS & ADVICE FOR INTERVIEWS

1. Be yourself! **Personality plays a big role in the phone interview. Smile** while on the phone. Even though they can't see your smile, it can make a difference in how you sound.

2. Remember the **5 Keys** and keywords like **"guest," "service," and "experience."**

3. **Show off your theme park knowledge** and any other **guest service experience** you have (like if you've worked in a theme park, water park, lifeguarding role, etc.).

4. **Do your research and come prepared.** Write down the points you want to say so you don't forget them.

5. **Call the interviewer by their name and ask about their experience working for Disney**. This can show a genuine interest in your future with the company. Remembering the interviewer's name can help show the interviewer that you have no issue interacting with others and making meaningful connections.



# POTENTIAL INTERVIEW QUESTIONS

These are some of the most common questions DCP recruiters *may* ask you over the phone. Each interview will start with basic background information (ie, valid ID, school + year), so be prepared to share this information, too.

1. Have you ever **shared a room** before?
2. Tell me about a time you had a **roommate disagreement.**
3. **Why are you interested** in the Disney College Program?
4. Tell me about your **work experience.**
5. Do you have any **experience** in a food service setting? Cleaning? Using cleaning supplies?
6. Tell me about the **roles that stood out to you on the website** (*HINT*: Look at ALL ROLES. Sell them on why you'd be good at preferred roles.).
7. Tell me about a time when you **dealt with a difficult guest** in a previous job.



8. Tell me about a time when you had to **multitask or manage multiple tasks** at the same time.
9. Can you **perform the essential duties of any role** with or without an accommodation?
10. Do you have any **questions**?




# A DAY IN THE LIFE

## TRAINING

No matter what role you're hired for, every DCP Cast Member will have to go through **a training program called "Traditions"** before they're ready to work in the park. During this training, you'll learn about the history of the Walt Disney Company and more.

Before starting your role, also expect to do a lot of training to prepare you to know everything there is to know about your designated lands and characters within them, and also what to do during a TON of hypothetical situations that could potentially happen during your shift.

## WORK SCHEDULE

Each role has a different schedule. And **where you're placed will determine how different your schedule looks,** week to week.

Yes, this means you could end up working six days straight. And yes, some roles may schedule you for 9+ hour shifts. And some weeks might be a combination of both.

But some shifts might also give you fewer hours during the week because the attraction/location you're placed at has less demand.

In general, **the DCP should NOT be looked at as a 4-8 month-long *vacation*** inside the parks. If you come with the **mindset to work**, you're bound to have a better experience.

## HOUSING

If you opt to stay in the housing at Flamingo Crossings Village, you'll either be in a **2×2** (two bedrooms and two bathrooms with one shared common area), a **4×2** (four bedrooms and two shared bathrooms with one shared common area), or a **4×4** (four bedrooms and four bathrooms with one shared common room).

No matter what, **each roommate gets their own sink and dresser.**

If you're in a 4×2 or 4×4, you'll have your very own bedroom with a full XL-sized bed. **If you're in a 2×2, you'll share a bedroom with one other person with two twin XL-sized beds.**

IMPORTANT: **You'll more than likely be placed with people you don't know.** But this could be an opportunity to make new friends!





## EXTRA OPPORTUNITIES

As a DCP member, you'll have **exclusive access to events and parties** thrown specifically for Cast Members.

You might even be able to **take a special behind-the-scenes tour** of fan-favorite attractions – like Haunted Mansion and Tower of Terror. These tour spots do fill up QUICKLY, so when you know they're about to go live on the website, be on your computer/phone and ready to claim your spot, PRONTO!

# PROS AND CONS

## PROS

1. This is the BIG one: **You get to go to the parks for free.** Once you're all set up in Disney's system, you'll get a special card in the mail that's known as your **"Main Entrance" or "Main Gate" ticket.** This ticket allows you access into all the Disney parks for free. (NOTE: You will need to plan your visits around blockout dates.)

2. You'll also get a **select number of complimentary tickets** after working certain hours, so you can bring some of your friends and family who aren't Cast Members into the parks as well!

3. There's a special store for strictly Cast Members – called **Cast Connections** – where DCP members can go to purchase Disney merchandise – or other fun/useful things – at a HIGHLY discounted price. You'll also get some **nice discounts** at select merchandise shops and restaurants around property, too.

4. **Some schools will offer you an internship and/or class credit** for completing the program, but you'll want to check with your school to see whether it qualifies.

## CONS

1. **If you want a job that makes a lot of money, this isn't it.** You'll quickly find that a substantial amount of what you make will go into paying for your housing and other expenses, like food and extras. If you ever want to pick up an extra shift to make more money, check the **Disney Cast Life app.** This is where DCP members can swap/give away/pick up shifts as needed.

2. If you're from a state that's used to mild/cool temperatures year-round, brace yourself! **90% of the time, Orlando is HOT and HOTTER**.

3. If you don't bring a car, you'll have to **rely solely on the Cast Member transportation.** These are usually just unmarked Disney buses that can run behind and fill up quickly, especially at the end of the night.

Ultimately, whether the Disney College Program is a good fit for you will depend on several factors, and only YOU know best. We wish you luck wherever your journey takes you!




DFB Guide

everything BUNDLE




Dining

## Snacks




## Festivals & Holidays




## WANT MORE?

So glad you're enjoying the Disney College Program Quick Guide! It's a joy creating these guides, and guess what? There's a whole lot more to discover! From EPCOT festivals to the Disney Dining Plan and more, we have a guide for just about everything at Disney.

Find the right one for you, or get the ultimate deal with our **EVERYTHING Bundle**! It includes every guide we'll publish this year at an amazing discount.

You'll gain comprehensive insights into the Disney Dining Plan, detailed reviews for every restaurant in the parks, festival maps, and stunning photos. Use code **COLLEGE** for a fantastic deal just for you!

**I'M IN! I WANT THE EVERYTHING BUNDLE!**