



### **About Disney**

- Why do you want to work at Disney?
- What are you most looking forward to?
- What does Disney mean to you?
- Why did you choose to become a cast member at this moment of your life?
- How did you find out about the program?
- What will this program change in your life?
- Define Disney in one word

### **About Disney - Program experiences**

- Have you ever lived by yourself?
- Do you have any problem living with different people?
- Do you have problems living away from family?
- Are you ok with living with people from other countries?
- What do your parents think about you applying for the program?
- Have you ever traveled outside of the country?
- Have you ever been to Disney?
  - Tell me about a magical moment you experienced
  - What is your favorite park?
  - What is your favorite attraction?
- What would be the most difficult thing about the program?
- What are you going to miss the most when you are there?
- What would you do if a roommate was disorganized?

### **About you**

- Why should Disney hire you?
- What makes you stand out from other candidates?
- Why should you be accepted?
- What skills do you have to be a cast member?
- What are your qualities?
- Define yourself in three words
- What is your course?
- Why did you choose this course?
- How are you going to apply what you learn there in your area?
- What do you plan on doing after the program?

- How will the program help you professionally?
- What do you work with?
- Tell me about your work experiences
- Do you have any performing skills (singing, dancing, acting...)?
- What do you like to do in your free time?
- What are your hobbies?

### **About you - Work Related Questions**

- Do you mind working outside in the Florida heat or inside in cold air conditioning?
- How would you handle an emergency?
- Would you rather work independently or in a group setting?
- Would you rather work in a slow or fast-paced environment?
- How would you handle a guest who doesn't speak English but needs help?
- Do you mind working mornings, evenings, late nights, weekends and holidays?
- How would you interact with guests? How would you make their day?
- How would you handle a displeased guest?
- Which park or resort would you prefer to work at?
- How would you deal with repetitive work days?
- How have you handled an emergency/how would you handle one?
- Name a time when you went out of your way to make a guest feel special.
- Tell me about a time you had to deal with a difficult guest, co-worker, or manager.
- Name something you didn't like about your past jobs.
- Discuss a conflict you had with a previous manager.
- What are your strengths and weaknesses?
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- What do you think is necessary to serve the customer well?
- What does guest service mean to you?
- What is teamwork to you?
- Tell me about a time you were a \_\_\_\_
- How do you work under pressure?
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### **Extras**

- What is your favorite character?
- What is your favorite movie?
- What was the last movie you saw / book you read? Tell me about it.
- How did you learn how to speak English?
- What would you say about Brazilian culture if anyone asks you?
- What would you do if you needed to help a guest who doesn't speak english?
- Tell me about your hometown
- How are you going to share your culture with guests?