

# Disney Internships & Programs Evaluation

Cast Member:

Perner:

Work Location:

Review Date:

## Disney Internships & Programs Behavioral Expectations

## Performance Level

**Communication** – Demonstrates effective communication skills in a professional and positive manner. Utilizes effective listening skills.

**Deliver Cast/Guest Satisfaction** – Anticipates and meets the needs of Guests and other Cast Members.

**Dependability** – Performs job responsibilities in a timely manner with a minimum of follow-up needed.

**Disney Excellence & Professionalism** – Exemplifies Disney Excellence and seeks to produce high quality work on a daily basis.

**Teamwork** – Works well with fellow Cast Members and acts as a team player.

**Attendance / Reliability** – Reports for scheduled shifts on time and is prompt returning from lunch and breaks.

**Initiative/Problem Solving** – Takes independent action to identify and solve problems, accomplish tasks, makes timely decisions with good judgment.

**Adaptability** – Effectively handles changing situations and is able to grasp new ideas and methods. Is understanding and helpful in responding to change.

### The Four Keys Basics

1. **Safety:** Demonstrates that Safety comes first by providing a secure and safe experience for himself/herself, our Guests, and fellow Cast Members. Follows specific Safety procedures & techniques.
2. **Courtesy:** Provides friendly, personalized service and treats every internal & external Guest as an individual.
3. **Show:** Contributes to our Show by exemplifying the Disney Image through adhering to the Disney Look and keeping work areas clean and neat at all times.
4. **Efficiency:** Produces the established volume of work necessary to meet job requirements while maintaining the appropriate service and quality standards.

**Attendance:** Evaluate the performance level of attendance

**Overall Work Performance:** Evaluate the level of overall work performance

**Total Hours Worked:**

**Supervisor:**

**Job Title:**

*This evaluation represents the working/earning component of Disney Internships & Programs. It is recommended that this document be used in conjunction with results of the education/learning component, if applicable, to ensure a comprehensive review of the Cast Member's participation on the program.*