

L'Avis d'Alessandro Valentini sur le poste de « Full Service »

« First of all I have to say that it's impossible to decide whether or not to choose a position instead of another one, since first of all you should base your decision upon your preferences and skills.

Also, it is very important to consider what kind of job you would like to do. I think there are two schools of thought: 1) who wants a job where you basically do nothing all day long 2) who wants a job that keeps you busy as much as possible the way you can easily forget that you slept 35 minutes the previous night and you still were hangover when you got on the bus (I speak for personal experience:P) Last, but not the least, a lot depends on the location you happen to work. Certain parks are easier than others, they have different opening times and so on...

Disclaimer: Full Service for ICP's is a NON-tipped job, if you want to get tips you have to be a server, but everyone who does the CP is a seater so I will only speak about this kind of job.

Considering all these informations: Full Service is something in which you'll have to speak a lot, to many people, who will certainly have difficulties to understand you because they are either foreigners or locals who often don't perfectly get your accent. So if you are very good at spoken English and you possibly know other languages (Portuguese, Spanish, Japanese and French more than others) this could be the right choice for you. Going a bit deeper in what Full Service is, it is important to say that Full Service restaurants in WDW START (I underline START) from a price which is around 25\$ per person during summertime. This means a lot of people expect a lot from you, and since the maximum could be even a 100\$ pps, you shouldn't do stupid things with the guests you are working for. Also, you have to be very proactive and try to solve problems even before they show up, many restaurants are often fully booked, so it's easy that you'll have to tell people that you don't have any room for them and they'll have to go somewhere else. And obviously there's always a nice way to do it that makes you look smart and them satisfied with other good options. (please don't just say, "sorry we are booked, next guest in the line, please!", I have witnessed this and I guarantee the guest won't ever live you in peace after that.

So, you always have in mind that people expect a lot from you, and it's not easy to make everyone experience the "magic" if you are not "show-ready" at all times. One of things many people hate about Full Service is that, similarly to other positions (e.g. attractions) you'll have to say the same things literally a thousand times during a working day and in this case is not simply "it's 14.99, have a nice day" (auto plaza) or "please folks go all the way down, please, all the way down." (attractions)

Since Disney's business is entertainment, it means you'll have to give a very long spiel about anything you could possibly imagine about your restaurant (In my specific case I wasn't simply telling people where the restrooms were and where their table was in a nice way; I also had to tell them the story of our restaurant, of the whole village, and also describe a couple dishes every once in a while when someone had doubts).

In Full Service you also have to deal with computers that control reservations (I don't want to even think about what happens when everything magically shuts down and you have to do it "old-style" – and believe me, it happened a couple times). This system is very easy to understand and after a couple days you'll become comfortable with it and with the steps you have to follow, what is not that easy is to explain guests that if their reservation is for 13.30 they cannot always be seated at 11.15 or viceversa and due to the fact that restaurants are often booked it could happen that even if they have a reservation they'll have to wait. And you'll have to deal with them in the meanwhile and don't make them feel bored and annoyed.

Another thing you have to do when you check people in the restaurant is to closely check all their info, such as if they had a reservation, how many adults, how many children and their ages, hotel they are staying at, if there's any allergy in the party, what kind of allergy it is, if they have Disney Dining Plans, bla bla bla. This seems easy, but when you have a line in front of you and it's 90°F you can easily forget something (I, for example, wrote that there was a guy with 9 kids instead of writing that there was a guy and a 9 yrs old kid, so the people inside the restaurant prepared a table for 10, which is a bit more complicated than the one for two). And with serious things, such as allergy, you could get in trouble, or cause trouble. and we don't want this to happen.

It often happens that in FSR you'll get to work with characters, who are located in many restaurants throughout the parks and the resorts. It's always nice to work close to your boss (the Mouse) and his friends, but sometimes (aka ALWAYS) people get a bit too excited about them and since the Character Performer do a great and fun job, but also a very heavy one, it will be your job together with the Character Attendants to prevent your guests to jump over them as soon as they get into the restaurant. A lot of times you'll be the first person who tells a little kid that Goofy is waiting for him inside, but you'll also have to find a way to make him understand the "waiting" part of the speech, not just goofy-inside.

This summer happened that some people didn't get their pictures with the characters because they were in a certain area where the characters stopped just before they got in, so they have been MOMENTARILY skipped, this is an easy concept to explain to parents (not to everyone though), but it's very difficult for kids, or worse for disabled persons who maybe don't understand the idea of waiting in line. This means that while you take care of reservations and tables, you'll have to entertain the guests providing them an experience that seems without wait, even if they'll actually be there for a while doing nothing.

After all this general and often though parts, the fun part of Full Service are:

You get to speak to a looot of people, who often are interested in what you have to say and you'll definitely have the chance to practise your English and learn new words. If you speak more than one language you'll get to chat with foreigners who (if they don't speak english) will often see you as a guide in a dark and unexplored world.

You work in locations which are busy, but never as crazy as certain Quick Service restaurants or outdoor carts.

You say the same thing all day long, but very often with people who are interested in what you have to say, not with people who simply know that there's a step in

front of them (please mind your step folks, please mind your step...)

You have some moments in which you can relax a bit, since not many people eat a full meal at 3.30pm for example (but this depends on the locations as I've already said).

Even if among your duties you'll have to put silverware on the tables and clean them, you don't (supposedly) have to deal with trash and half-eaten food. (generally server's stuff)

If you work in a Character restaurant you'll always have someone really interesting around you and probably you'll get to know him (I got Mickey's number and I also went on a date with her....hum.....him! Mickey is a male mouse, not a not-so-tall girl!)

Closing is not as bad as in other locations, you generally have to deal with no-shows, cancelled reservations, more "administrative" things such as counting how many people have eaten and at what time, general cleaning.

For these reasons is also pretty common that someone could get an ER.

Once the restaurant is closed and doesn't allow anyone in, you close and leave, if some guests are still inside is server's job to take care of them and of their mess (at least it was in my case :P)

Since you'll get to know the guests a bit more for speaking with them it will sometimes happen that they want a picture with you, or an autograph (true story), or maybe they'll leave you their phone number on a napkin (true story again. but I have to say that once HIS name was Jorge and HE was a GUY...which could have been nice, but I like girls...and mice.)

BAD NASTY ASPECTS

You'll open very often. Many people consider the ICP as the International Closing Program or the I Close the Park...well, since many people have the chance to get into the park before it opens to have breakfast in certain locations, it means that you will have to get in even before them to prepare everything for them (I started at 7.00 a couple times), and that's very hard if you came home at 5 and had to get on the bus at 5.55.

People will be pretending a lot from you. Since they pay a lot they want the highest standards, and it's not just about food, so you'll have to face the truth a lot of time and try to convince them that you are doing your best to accommodate their requests.

You won't see much of the parks while you work. This happens a lot if you are a custodial or ODF (outdoor food).

You'll often get from inside -1000°F thanks to A/C to 100°F outside (seriously).

You could have to stand in the sun for a long time.

You'll never be able to seat anywhere at anytime.

You'll always be on-stage, ergo guest-and-questions-about-literally-anything-exposed and never be able to look at your phone or disappear for a minute.

You'll definitely describe any single aspect of your restaurants and of the food you serve, speaking for good 10 minutes, just to hear "Oh, I'm not that hungry, bye" or "oh, that's too expensive for me!"

You won't work with many CP's since FSR is not too common (we were three in the whole restaurants out of a staff of 50 people).

You'll be busy. Very busy. Crazy busy.

You don't get any extra unless you work at the MK.

It's hard to be extended>no higher paycheck.

You'll have to deal with unbelievable things on a daily base. And when I say unbelievable it means you wouldn't believe me if I tell you that a party of 80 Brazilians checks in then leaves while we were making room for them and putting silverware on the table while other people were told that we didn't have any availability at the moment.

People from the US are very pretentious about food, especially when they pay 50\$ for it.

You'll have to hear people complaining about the prices and you won't be able to do anything about it.

You'll have people to attack you because of the "insanely high" prices. And you won't be able to do anything about it.

People will think that any problem they had was entirely your fault, and you'll have to be very smart and polite to solve this kind of problems without freaking out.

You'll probably want to kill a couple guest a day for their questions/demands. Please don't.

It is always satisfying to make people happy making their dreams come true, but in FSR, you will often have to say that you can't help them in any other way if not sending them somewhere else.

So, keep this in mind and always try to do your best.

And have a magical experience!
I think I did a good job. »