

# College of Disney Knowledge (CDK) Certificate Practice Test (Sample)

## Study Guide



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**SAMPLE**

## **Questions**

SAMPLE

- 1. How can guests participate in the Disney Parks app's virtual queue system?**
  - A. By booking a reservation for dining**
  - B. By joining a virtual queue for select attractions**
  - C. By purchasing a fast pass for rides**
  - D. By signing up for merchandise notifications**
- 2. What attraction at Disney parks often includes a dark, immersive experience?**
  - A. It's a Small World**
  - B. The Haunted Mansion**
  - C. Peter Pan's Flight**
  - D. Space Mountain**
- 3. How can guests view character meet-and-greets in the parks?**
  - A. By visiting the guest services desk**
  - B. By checking the My Disney Experience app for times and locations**
  - C. Through the official Disney website**
  - D. By adhering to a printed schedule**
- 4. What is a key aspect of special theme cruises offered by Disney Cruise Line?**
  - A. Special guest performances**
  - B. Unique dining experiences**
  - C. Inclusive entertainment options**
  - D. All activities cost extra**
- 5. What does the term "FastPass+" refer to?**
  - A. A loyalty program for frequent visitors**
  - B. A system for making dining reservations**
  - C. A system that allows guests to reserve access to attractions ahead of time**
  - D. A discount program for purchasing tickets**

- 6. How long has Adventures by Disney been providing extraordinary vacation experiences?**
- A. 10 years**
  - B. 5 years**
  - C. 15 years**
  - D. 20 years**
- 7. During the fireside mo'olelo, who tells enchanting tales around the outdoor fire pits?**
- A. The resort manager**
  - B. The head chef**
  - C. The resort's elder Hawaiian storyteller**
  - D. The entertainment coordinator**
- 8. Which character is often associated with adventures and exploration in Disney?**
- A. Goofy**
  - B. Aladdin**
  - C. Winnie the Pooh**
  - D. Simba**
- 9. In addition to field trips, what other opportunity does Disney Youth Programs offer?**
- A. Volunteer work**
  - B. Group programs for students**
  - C. Social media workshops**
  - D. Arts and crafts sessions**
- 10. What is the name of the new themed area related to the upcoming film "Marvel" at Disneyland?**
- A. Superhero City**
  - B. Avengers Campus**
  - C. Marvel Universe**
  - D. Heroic Land**

## **Answers**

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1. B
2. B
3. B
4. C
5. C
6. A
7. C
8. C
9. B
10. B

SAMPLE

## **Explanations**

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**1. How can guests participate in the Disney Parks app's virtual queue system?**

- A. By booking a reservation for dining**
- B. By joining a virtual queue for select attractions**
- C. By purchasing a fast pass for rides**
- D. By signing up for merchandise notifications**

Guests can participate in the Disney Parks app's virtual queue system by joining a virtual queue for select attractions. This system allows visitors to reserve their place in line for popular rides and experiences within the park without having to physically wait in the standby line. Once they join the virtual queue, they can enjoy other activities in the park until it's their turn to experience the attraction. This method enhances the guest experience by minimizing wait times and allowing for a more enjoyable visit. Other options like booking a dining reservation, purchasing a fast pass, or signing up for merchandise notifications are unrelated to how the virtual queue system specifically operates.

**2. What attraction at Disney parks often includes a dark, immersive experience?**

- A. It's a Small World**
- B. The Haunted Mansion**
- C. Peter Pan's Flight**
- D. Space Mountain**

The Haunted Mansion is known for its dark, immersive experience, which sets it apart from other attractions in Disney parks. This ride transports guests into a spooky yet whimsical setting, filled with elaborate details, eerie sound effects, and vibrant animatronics that create a haunting atmosphere. The architecture, dim lighting, and thematic elements contribute to an experience that truly engages guests in a haunting narrative that plays on the supernatural and the whimsical, which are signature characteristics of Disney storytelling. While It's a Small World showcases bright colors and cheerful music, and Peter Pan's Flight takes guests on a magical journey through familiar scenes in a more vibrant and light-hearted tone, these rides do not create the same dark, immersive experience as The Haunted Mansion. Space Mountain, though it offers a thrilling adventure in the dark with high-speed roller coaster elements, is more focused on the thrill of the ride rather than the immersive storytelling aspect that defines The Haunted Mansion.

**3. How can guests view character meet-and-greets in the parks?**

- A. By visiting the guest services desk**
- B. By checking the My Disney Experience app for times and locations**
- C. Through the official Disney website**
- D. By adhering to a printed schedule**

Guests can view character meet-and-greets in the parks by checking the My Disney Experience app for times and locations. This app is a vital resource for visitors, as it provides real-time information, including wait times for attractions, showtimes, dining reservations, and character greeting opportunities. The convenience of the app allows guests to plan their day around character meet-and-greet times and easily adjust their schedules as they move through the park, ensuring they don't miss out on their favorite characters. The other options may not provide the same level of real-time updates or convenience that the app offers. For example, while guest services can offer assistance, they may not have the most current details, and relying on a printed schedule or the official Disney website might not reflect last-minute changes or cancellations. The My Disney Experience app is designed specifically to enhance the park experience with up-to-date information at guests' fingertips.

**4. What is a key aspect of special theme cruises offered by Disney Cruise Line?**

- A. Special guest performances**
- B. Unique dining experiences**
- C. Inclusive entertainment options**
- D. All activities cost extra**

The key aspect of special theme cruises offered by Disney Cruise Line is the inclusive entertainment options. When guests embark on a theme cruise, they can expect a wide range of entertainment that is specifically tailored to the theme of the cruise. This includes shows, themed activities, and meet-and-greet opportunities with characters that relate to the theme, all included as part of the cruise experience. Inclusive entertainment is a hallmark of Disney's approach, ensuring that all guests can enjoy the full offerings of the cruise without the worry of additional costs for these experiences, enhancing the overall value and enjoyment of the themed voyage.

**5. What does the term "FastPass+" refer to?**

- A. A loyalty program for frequent visitors**
- B. A system for making dining reservations**
- C. A system that allows guests to reserve access to attractions ahead of time**
- D. A discount program for purchasing tickets**

The term "FastPass+" refers to a system that allows guests to reserve access to attractions ahead of time. This innovative feature was introduced by Disney to enhance the guest experience by enabling visitors to select time slots for popular rides and shows, reducing wait times significantly. By using the FastPass+ system, guests can enjoy a more organized park visit, as they can plan their day around the attractions they want to experience most, while also having the freedom to explore other areas of the park. The FastPass+ system is integrated into the My Disney Experience app, making it convenient for guests to manage their reservations. This method replaces the previous FastPass system, which required guests to physically retrieve passes for attractions. With FastPass+, guests can secure their spots in advance, providing a streamlined and efficient way to experience the parks. The focus on advanced reservations is what makes this option stand out, thereby improving overall satisfaction for visitors.

**6. How long has Adventures by Disney been providing extraordinary vacation experiences?**

- A. 10 years**
- B. 5 years**
- C. 15 years**
- D. 20 years**

Adventures by Disney has been providing extraordinary vacation experiences for 15 years. Launched in 2005, this travel service offers guided group travel experiences to various destinations around the world, emphasizing family-friendly adventures and immersive storytelling. This duration reflects the brand's commitment to developing unique and memorable experiences that align with Disney's reputation for high-quality service. The extensive range of tours and destinations showcases how the program has evolved and expanded its offerings over the years.

**7. During the fireside mo'olelo, who tells enchanting tales around the outdoor fire pits?**

- A. The resort manager**
- B. The head chef**
- C. The resort's elder Hawaiian storyteller**
- D. The entertainment coordinator**

The correct response is the resort's elder Hawaiian storyteller, as this individual traditionally serves as the cultural custodian who shares the rich heritage and enchanting tales of Hawaiian mythology and stories. These storytelling sessions, known as mo'olelo, provide guests with insights into Hawaiian culture, history, and traditions in an engaging and authentic manner. The elder storyteller plays a vital role in preserving and transmitting the oral traditions that are an integral part of Hawaiian culture, making these storytelling experiences both educational and entertaining. The setting around the outdoor fire pits adds to the ambiance and authenticity, as it evokes the communal and familial aspects of storytelling that are central to Hawaiian culture. In contrast, while the resort manager, the head chef, and the entertainment coordinator each play important roles in the functioning and guest experience of the resort, they do not typically take on the responsibility of sharing these specific cultural narratives in the same way.

**8. Which character is often associated with adventures and exploration in Disney?**

- A. Goofy**
- B. Aladdin**
- C. Winnie the Pooh**
- D. Simba**

Winnie the Pooh is not typically associated with adventures and exploration in the same way that other characters are. While Pooh does have his own stories and encounters within the Hundred Acre Wood, they often revolve around friendship and simple life lessons rather than grand adventures. In contrast, Aladdin is a character whose entire story revolves around exploration, from his adventures in the marketplace of Agrabah to the magical journey he embarks upon with the Genie. Aladdin's narrative includes themes of discovery and the quest for a better life, making him a quintessential character of adventure in the Disney canon. Similarly, Goofy is known for his comedic misadventures and silly antics, often finding himself in unpredictable situations. While he may embark on adventures, they usually have a humorous twist rather than a focus on exploration. Simba's story certainly involves adventure, particularly in his journey from cub to king, navigating challenges across the Pride Lands. Yet, his tale carries more weight on themes of responsibility and identity than on exploration alone. Therefore, Aladdin stands out as the character most closely linked to adventures and exploration, with a rich storyline filled with travel and discovery.

**9. In addition to field trips, what other opportunity does Disney Youth Programs offer?**

**A. Volunteer work**

**B. Group programs for students**

**C. Social media workshops**

**D. Arts and crafts sessions**

Disney Youth Programs provides a variety of options for educational experiences designed specifically for students and youth groups. One of the key offerings is group programs, which can include a range of activities tailored to various age groups and educational needs. These group programs often focus on subjects such as leadership, teamwork, and creativity, utilizing Disney's unique storytelling techniques and immersive environments to enhance learning. This focus on group programs aligns well with the Disney ethos of fostering collaboration and community. In contrast, the other choices, while potentially valuable, do not represent the primary offerings of Disney Youth Programs. Volunteer work, social media workshops, and arts and crafts sessions might be components of broader educational initiatives but are not as central to the core mission of Disney Youth Programs as group programs for students.

**10. What is the name of the new themed area related to the upcoming film "Marvel" at Disneyland?**

**A. Superhero City**

**B. Avengers Campus**

**C. Marvel Universe**

**D. Heroic Land**

Avengers Campus is the correct answer as it is the name of the new themed area at Disneyland created specifically to enhance the guest experience and celebrate the Marvel Cinematic Universe. This area features various attractions, dining options, and experiences that immerse visitors in the superhero world, allowing them to interact with characters like Spider-Man, Iron Man, and others from the Marvel franchise. The design and attractions are curated to provide an engaging storytelling environment that aligns with the tone and excitement of Marvel films. The other options, while they may sound appropriate for a Marvel-themed area, do not accurately reflect the official name of the themed land at Disneyland. They could represent generic ideas around superhero themes but lack the specific branding and established identity that Avengers Campus carries within the park.