

Disney Security Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. What is an effective way to handle suspicious activity according to Disney security protocols?**
 - A. Ignore it and focus on guests**
 - B. Report and monitor the activity without intervention**
 - C. Confront individuals directly**
 - D. Increase security presence only during peak hours**
- 2. If a guest loses personal belongings, what is the appropriate action for security personnel?**
 - A. To file a report and forget about it**
 - B. To assist in locating the items and guide to lost and found**
 - C. To provide the guest with compensation**
 - D. To tell the guest to search for it themselves**
- 3. How often must a Class D license be renewed?**
 - A. Every year**
 - B. Every two years**
 - C. Every three years**
 - D. Every five years**
- 4. What should you do in the event that somebody starts choking?**
 - A. Perform the Heimlich maneuver without asking**
 - B. Ask them if they would like help, and perform abdominal thrusts**
 - C. Give them water to drink**
 - D. Slap them on the back**
- 5. What should you not do if someone telephones in a bomb threat?**
 - A. Ask for more details about the bomb**
 - B. Hang up the phone**
 - C. Notify the authorities immediately**
 - D. Stay calm and listen**

- 6. What screening procedures are utilized for guests entering Disney parks?**
- A. Temperature checks and health questionnaires**
 - B. Bag checks and metal detectors**
 - C. Facial recognition and fingerprint scanning**
 - D. Visual inspections only**
- 7. How should security personnel approach minors without parental supervision?**
- A. Ignore them and continue regular patrols**
 - B. Approach and assess the situation according to protocols**
 - C. Wait for a parent or guardian to come**
 - D. Ask them to leave the area immediately**
- 8. Which class of controlled substances includes medications like Adderall?**
- A. Narcotics**
 - B. Stimulants**
 - C. Depressants**
 - D. Hallucinogens**
- 9. If a bag is unattended and is left in an unusual location, it is considered what?**
- A. A regular lost item**
 - B. A potential safety hazard, call the command center and a manager**
 - C. Trash that needs to be thrown away**
 - D. Something to be ignored**
- 10. Which method is NOT part of the LAST technique for dealing with difficult guests?**
- A. Listen**
 - B. Apologize**
 - C. Solace**
 - D. Thank**

Answers

SAMPLE

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

SAMPLE

Explanations

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1. What is an effective way to handle suspicious activity according to Disney security protocols?

- A. Ignore it and focus on guests**
- B. Report and monitor the activity without intervention**
- C. Confront individuals directly**
- D. Increase security presence only during peak hours**

Reporting and monitoring suspicious activity without direct intervention aligns with Disney security protocols because it emphasizes safety and professionalism. This approach ensures that trained security personnel can assess the situation appropriately and take action if necessary. Instead of confronting individuals, which may escalate tensions or pose risks, reporting allows for a coordinated response that prioritizes the safety of all guests and employees involved. This method also reflects a proactive strategy to maintain a secure environment while maintaining a positive experience for guests. Monitoring allows security personnel to observe patterns and behaviors without causing disruption, ensuring that actions can be taken discreetly and effectively if the situation warrants further attention. Not engaging directly with potentially suspicious individuals minimizes the risk of conflict and maintains the atmosphere that Disney strives to create.

2. If a guest loses personal belongings, what is the appropriate action for security personnel?

- A. To file a report and forget about it**
- B. To assist in locating the items and guide to lost and found**
- C. To provide the guest with compensation**
- D. To tell the guest to search for it themselves**

When a guest reports lost personal belongings, security personnel should assist in locating those items and guide the guest to the lost and found. This approach is essential for several reasons. First, it demonstrates a commitment to guest service and emphasizes that the safety and satisfaction of guests are top priorities. By actively helping guests in their time of need, security personnel contribute to a positive overall experience at the facility. Additionally, guiding guests to lost and found protocols ensures that the process for reporting and retrieving lost items is handled consistently and efficiently. It allows for proper documentation and tracking of lost items, which can aid in their recovery. This approach also helps maintain trust between guests and the establishment, as it shows that the staff is attentive and responsive to their concerns. In contrast, other responses—like simply filing a report and forgetting about it, providing compensation, or instructing guests to search for their belongings without assistance—do not address the problem effectively and can lead to dissatisfaction or further distress for the guest.

3. How often must a Class D license be renewed?

- A. Every year
- B. Every two years**
- C. Every three years
- D. Every five years

A Class D license must be renewed every two years to ensure that drivers remain aware of current driving regulations, safety standards, and to confirm their identity and suitability to drive. This renewal period helps maintain the integrity of the licensing system, as it requires drivers to periodically update their information and skills, ensuring that only those who are capable and fit to drive are authorized to do so. This frequency is consistent with various state regulations, which focus on public safety by regularly assessing the driving population. The other suggested periods for renewal are not aligned with typical practices for Class D licenses, as longer intervals might not adequately ensure that drivers are up-to-date with any changes in laws or safety practices that could affect their driving capabilities.

4. What should you do in the event that somebody starts choking?

- A. Perform the Heimlich maneuver without asking
- B. Ask them if they would like help, and perform abdominal thrusts**
- C. Give them water to drink
- D. Slap them on the back

When someone is choking, it's critical to assess the situation carefully before acting. The correct course of action involves asking the individual if they would like help and then performing abdominal thrusts if they indicate they need assistance. This approach respects the individual's autonomy and ensures that assistance is only given when necessary. Performing abdominal thrusts, commonly known as the Heimlich maneuver, is an effective technique to dislodge an object obstructing a person's airway, but it is crucial to confirm their need for help first. This ensures that you are acting appropriately and not causing further distress or injury. Even though performing the Heimlich maneuver can be life-saving, doing so without first asking may not provide the person with the comfort or consent they might require in a distressing situation. Other methods like giving water to drink or slapping them on the back are generally considered less effective and may even pose additional risks in a choking scenario. Water could exacerbate the problem, while back blows may not always be successful and can potentially push the object further down the airway. Thus, the focused approach of seeking permission and then assisting with the appropriate technique maximizes the chances of a safe outcome.

5. What should you not do if someone telephones in a bomb threat?

- A. Ask for more details about the bomb**
- B. Hang up the phone**
- C. Notify the authorities immediately**
- D. Stay calm and listen**

When someone telephones in a bomb threat, hanging up the phone is not a recommended action because it can prevent valuable information from being obtained. Instead, it is crucial to remain on the line to gather as much information as possible about the threat. This includes asking for details about the location of the bomb, the time it is set to detonate, and any other specifics the caller may provide. Remaining calm and listening attentively allows the person receiving the call to document important elements of the situation, which can be vital for law enforcement and emergency responders. Notifying the authorities immediately is also essential, but this should be done after gathering pertinent information while still conversing with the caller to enhance the response. Each piece of information could be critical in assessing the seriousness of the threat and how best to respond. Therefore, the best practice is to remain engaged and attentive, rather than cutting communication abruptly.

6. What screening procedures are utilized for guests entering Disney parks?

- A. Temperature checks and health questionnaires**
- B. Bag checks and metal detectors**
- C. Facial recognition and fingerprint scanning**
- D. Visual inspections only**

The utilization of bag checks and metal detectors is a critical component of security procedures for guests entering Disney parks. This approach is designed to enhance safety by allowing security personnel to prevent prohibited items from being brought into the parks. Bag checks involve examining guests' bags for anything that could pose a safety threat, while metal detectors serve as a deterrent against weapon possession and increase the overall safety of the environment. The combination of these methods ensures a thorough screening process that can quickly and efficiently assess the safety of all incoming guests. This method is widely adopted across many entertainment venues and is essential in maintaining a secure atmosphere for all visitors. In addition, the implementation of these screening procedures complements other safety measures that might be in place, such as staff training and emergency response protocols, to create a holistic security approach within the parks.

7. How should security personnel approach minors without parental supervision?

- A. Ignore them and continue regular patrols**
- B. Approach and assess the situation according to protocols**
- C. Wait for a parent or guardian to come**
- D. Ask them to leave the area immediately**

Security personnel should approach minors without parental supervision by assessing the situation according to established protocols. This approach is essential for several reasons. First, minors may be vulnerable and could require assistance or guidance. By approaching them, security personnel can determine if they are safe and whether they need help. This is particularly important in environments where minors may be at risk of wandering off, encountering unsafe situations, or feeling lost or anxious without adult supervision. Second, following protocols ensures that security actions are consistent, respectful, and appropriate for the circumstances. These protocols are designed to safeguard both the minors and the organization, maintaining a level of professional responsibility when dealing with situations that involve youth. By engaging with minors, security personnel can also educate them on safety practices and ensure that they understand appropriate behaviors within the facility, fostering a supportive environment. Overall, this proactive and structured approach is fundamental to responsible security operations, particularly when it comes to protecting the well-being of children in a public space.

8. Which class of controlled substances includes medications like Adderall?

- A. Narcotics**
- B. Stimulants**
- C. Depressants**
- D. Hallucinogens**

Stimulants are a class of controlled substances that increase activity in the brain, leading to enhanced alertness, attention, and energy. Medications like Adderall, which is commonly prescribed for conditions such as Attention Deficit Hyperactivity Disorder (ADHD), fall into this category because they contain amphetamine and dextroamphetamine. These active ingredients stimulate certain neurotransmitters in the brain, helping to improve focus and reduce impulsivity in individuals with ADHD. While narcotics are typically associated with pain relief and can lead to sedation, depressants act to slow brain function and reduce anxiety, and hallucinogens are known for altering perception and mood, these classifications do not apply to Adderall. Stimulants are specifically designed to promote wakefulness and cognitive function, making this classification the correct one for medications like Adderall. Understanding the specific effects and therapeutic uses of each class of controlled substances is crucial for safely managing medications and recognizing their potential risks and benefits.

9. If a bag is unattended and is left in an unusual location, it is considered what?

A. A regular lost item

B. A potential safety hazard, call the command center and a manager

C. Trash that needs to be thrown away

D. Something to be ignored

When a bag is unattended and left in an unusual location, it is deemed a potential safety hazard. This classification is crucial as it indicates that the bag could contain items that pose a risk to the safety and security of the environment, such as weapons, explosives, or even stolen property. Therefore, the appropriate response is to alert the command center and notify a manager. This protocol is part of security measures designed to ensure the safety of guests and staff within the facility. Proper procedure involves assessing any potential threats associated with unattended items, which is why immediate action is necessary in contacting the command center and management. They are equipped to handle such situations appropriately, ensuring that an investigation can take place without causing panic or disruption. Addressing this situation as a safety hazard underscores the importance of vigilance in public spaces, where any suspicious activity or items must be taken seriously to maintain a secure environment for everyone.

10. Which method is NOT part of the LAST technique for dealing with difficult guests?

A. Listen

B. Apologize

C. Solace

D. Thank

The LAST technique is a valuable framework for effectively handling difficult guest interactions in a service-oriented environment like Disney. This approach includes four key components: Listen, Apologize, Solve, and Thank. Each element plays a critical role in addressing guest concerns and enhancing their experience. "Listen" emphasizes the importance of paying close attention to the guest's feedback and showing empathy towards their situation. "Apologize" conveys a sincere acknowledgment of the issue, which can help to defuse tension. "Solve" is crucial for addressing the problem, finding a resolution, and ensuring the guest feels heard and valued. Lastly, "Thank" reinforces gratitude toward the guest for their feedback and for allowing the opportunity to improve their experience. The term "Solace" does not fit within this established technique and is not recognized as one of the components of the LAST framework. While providing comfort can be a part of a broader service strategy, it is not specifically included in the LAST method designed for managing difficult interactions. Hence, identifying "Solace" as the outlier helps clarify the essential elements that comprise the effective handling of challenging guest situations within this structured approach.