



Dining

Inbound Customer Service Calls



You may be wondering who this client is. Well...due to client confidentiality, we cannot use the client's name or logo here -or throughout the platform - but take a look at the About the Client section on page 2 for specifics.

**\$250
SIGN
ON
BONUS**

Sign on bonus will be added to next paycheck after successfully servicing for 90 days working 30 hours a week with a CA of 93%. Must enroll with a client within 10 days of admissions in order to be eligible.



Certification

Class Schedule

Phase I

7/10/2023 -8/09/2023

Phase II -Start Earning Revenue!

8/10/2023 -9/15/2023

Class Times Offered

Monday -Friday

9:00 a.m. -1:00 p.m. ET

6:00 p.m. -10:00 p.m. ET



Servicing Times Available

Hours Available*

365 Days a Year
7:00 a.m. -11:00 p.m. ET

Most Hours Available*

365 days a year
7:00 a.m. -11:00 p.m. ET
Majority of hours available on
Friday, Saturday, and Sunday

Special Servicing Requirement*

5 hours on either Sunday and Saturday or a
combination of both.

*Subject to change based on client needs



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About the Client Resorts Reservations

This major Theme Parks and Resorts is one of the world's leading providers of family travel and leisure experiences, giving millions of guests each year the chance to spend time with their families and friends, making memories that last a lifetime.

System and Equipment

Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards

- Smartphone or tablet that can download an app for a security token
- VOIP hardwired USB headset required for class and for servicing (wireless headset is NOT allowed)
- Windows 10
- Windows 11 Supported
- The operating system must be in English

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Inbound Customer Service Calls What to Expect When Servicing



What to Expect

- Servicing Theme Park Dining Reservations will involve taking calls from Clients Guests wishing to make reservations for Dining and Children's Activities. Agents will service the Program by providing high level customer service to existing and new client Guests while matching their wishes and desires with relevant Theme Park products and services.
- All agents servicing this program MUST have a professional work environment free of background noise.

Capabilities of Top Performing Service Partners for this Program



- Outstanding problem-solving skills
- Displays patience, empathy, an ability to manage stress, the ability to work under pressure
- Skilled and efficient in writing and verbal communication
- Provides knowledgeable, friendly and eloquent customer service

Dining Inbound Customer Service Calls CERTIFICATION DETAILS

eLearning & Self-Paced Work

This phase:

Provides an overview of tools, knowledge, resources and practice call-time necessary to use client systems and provide quality service to client customers.

- A combination of self-paced and instructor lead
- 4 hours per day of instructor-led sessions
- Self-paced modules and assessments daily

Certification Call-Taking Earn While You Learn!

This phase:

- Provides an opportunity to apply what you've learned in Phase I to live calls, while earning revenue!
- During this phase, Service Partners are required to service a minimum of 15 hours per week including 5 hours on Sunday and/or Saturday.

[See Page 1 For Class Dates and Times](#)

100% attendance in instructor-led sessions is highly encouraged for success

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Inbound Customer Service Calls CERTIFICATION DETAILS



Certification Completion Criteria

- Cumulative average of 90% for all knowledge checks and assessments
- A minimum passing score of 90% on at least 2 certification calls
- Must complete 100% of all ACE coursework and class role play as assigned by the instructor
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified



We highly suggest that you attend class every day -as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class.

Important: If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The No-Show fee of \$20.00 will be charged and you will need to enroll in a new opportunity if you wish to service the client.

OPPORTUNITY ANNOUNCEMENT

SECURITY VERIFICATION ON PLATFORM

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Portal.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note a credit freeze will delay the process. If you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Angel's Live Ops uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.

•To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.

Please note:

- Client will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed.

OPPORTUNITY ANNOUNCEMENT

Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirement	Certification SOW	Production SOW
Commitment Adherence	90%	90%
Guest Satisfaction Measurement	≥ 85%	≥ 88%
Average Talk Time (ATT)	≤ 570 Seconds	≤ 570 Seconds
Points Per Hour	>Goal (varies between 90 to 140 points per hour)	≥90
Quality Assurance (QA)	≥ 90%	≥ 90%

STAR metrics requirements vary and are subject to change

Star metrics and corresponding Incentives are included in the Production SOW. Certification SOWs do not include Star metrics. Service level requirements must meet Commitment Adherence of ≥ 90% and Track Errors of 3 or less per month.

Metric	*	**	***
Intervals Serviced per Invoice Period	≥64	>64	>64
Guest Satisfaction Measurement	N/A	>96%	>96%
Average Talk Time (ATT)	N/A	N/A	>450 seconds
Incentive Amount	0%	0%	20%

Note: A rolling 30-day Commitment Adherence of 90% must be met in order to be eligible for the Star Service Revenue Incentive.

Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

- All agents must ensure that they have a professional work environment, when in class and when servicing.
- Commitment Adherence is critical to this program. Agents are responsible for ensuring that they service all hours that have been selected.

You DO NOT QUALIFY to participate in this program if any of the following applies:

- Are already in “interested” status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a ‘Breach of SOW Client Policy’ for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.
- Has a termination on file from any of this clients Programs.
- Agent is a current client cast member.
- Are currently enrolled in or are servicing in a clients Program course. Due to system conflicts, you can not service more than one of this particular client program.
- Must have at least 30 days elapsed since last client SOW or enrollment in a client class.
- Cannot be an Earmarked Travel Agent or Travel Agent that books with this client.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Angel's Live Ops recommends a thorough review of all policies prior to enrolling in the certification course.