

# OPPORTUNITY ANNOUNCEMENT



# MSC

CRUISES

**MSC Cruises**

**Sales and Inbound Customer Service**



## Service Revenue

### Service Revenue

**\$12.50 per hour\***

\$6.25 per interval

\*Hourly rate shown assumes the servicing of two, 30-minute intervals.



## Certification

### Class Schedule

#### Phase I

7/12/2021 – 7/30/2021

#### Phase II – Earn While You Learn!

**A mix of 2 hours of live call taking and 2 hours of instructor led classroom**

08/02/2021 – 08/23/2021

### Class Times Offered

#### Monday – Friday

9:00 a.m. – 1:00 p.m. ET

2:00 p.m. – 6:00 p.m. ET

5:00 p.m. – 9:00 p.m. ET



## Servicing Times Available

### Intervals Available\*

#### Monday – Sunday

8:00 a.m. – 9:00 p.m. ET

#### Saturday & Sunday

9:00 a.m. – 6:00 p.m. ET

### Special Servicing Requirements\*

6 intervals (3 hours) required on Mondays

3 Intervals required on Saturday and/or Sunday

\*Subject to change based on client needs



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## About the Client | MSC Cruises

The MSC Cruises experience embodies the elegant side of the Mediterranean to create unique and unforgettable emotions for guests, through discovery of the world's cultures, beauties and tastes. MSC Cruises translates its passion for the sea into a commitment to excellence in hospitality, professionalism, dedication and mastery of every single detail to ensure the complete happiness and satisfaction of each and every guest.



For more information about MSC Cruises review the client's website <https://www.msccruisesusa.com>



## System and Equipment

**Equipment Must Meet Platform Standards**

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

## Additional Client Program Technology Standards

- A USB headset is required (during class and while servicing). Wireless headsets are not supported.
- Chrome browser 77 and above
- Windows 10 64 bit is required to service
- .net Framework v 3.5 or higher
- Mac computers are not supported



## MSC Cruises Sales and Inbound Customer Service What to Expect When Servicing



### What to Expect

**On a day-to-day basis, Service Partners can expect to participate in the following activities:**

- Responding to general inquiries
- Describing the booking options
- Explaining billing process and options
- Accepting and processing requests for information materials
- Researching and resolving customer complaints
- Billing clarification questions
- Transferring calls to Client customer service when required
- Additional services as mutually agreed upon by Client and Arise



### Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills
- Agents will need to have sales ability, able to multitask and take quick notes, and have an knowledge of geography.
- 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



## MSC Cruises Sales and Inbound Customer Service CERTIFICATION DETAILS

### eLearning & Self-Paced Work

#### In this phase:

Agents will learn about the MSC client, call type and how to handle inquiries, sales and escalations.

#### This course:

Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation

- Four Weeks: Four hours of instructor-led content per day and up to two hours of self-paced content

### Certification Call-Taking Earn While You Learn!

#### This phase:

Live call-taking

- Apply what you've learned during live call-taking!
- During this phase there will be 2 hours of live call taking along with 2 hours of Instructor led classroom.

**See Page 1 For Class Dates and Times**

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



## MSC Cruises Sales and Inbound Customer Service CERTIFICATION DETAILS



### Certification Completion Criteria

- 100% completion of daily self-paced modules each day as well as complete attendance of instructor-led sessions each day
- Completion of all assessments and knowledge checks with a score of greater than or equal to 80%
- Successful completion of all call simulations at 90% or better
- Successfully handle live customer calls by demonstrating proven customer service skills
- Completion of servicing time as indicated above with a 90% Commitment Adherence
- Minimum servicing of 30 intervals (15 hours) weekly with 90% Commitment Adherence
- Minimum of 90% attainment of client metrics compared to target
- 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



**PLEASE NOTE – FOR SECURITY PURPOSES  
LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM  
LOGIN CODES.**

Codes will be deactivated for learners who do not attend the first three days, and they will be removed from class. Please ensure your agents attend. Failure to take and/or complete any assessment may result in a drop from the course without reimbursement.

Read complete course policies [here](#)

# OPPORTUNITY ANNOUNCEMENT

## THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK, DRUG SCREEN & AFFIDAVIT OF ID

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage (FADVReports-NoReply@fadv.com).

- If you have not received the e-mail within 24 hours of submission of your background check, please notify the enrollment specialist: lcubas@arise.com
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems

### IMPORTANT INFORMATION REGARDING BACKGROUND CHECK DURING COVID-19 PANDEMIC

Due to certain courthouse closures during the COVID-19 pandemic, Arise may be unable to completely finalize your background check. However, in order to allow you to continue your enrollment process, if the portion of your background check that is able to be completed is clear, you will receive a PROVISIONAL pass. Once the courthouses reopen, we will finalize your background check. If any disqualifying criminal history is uncovered during this finalization process, you will be notified, and your company's SOW will be terminated. We are unsure at this time how long it will take to complete background checks. We apologize for any inconvenience this may cause your company.

### 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.

Arise 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.

- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- 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.
- Make sure to follow all instructions and once completed, submit the form to [AriseAffidavits@arise.com](mailto:AriseAffidavits@arise.com)

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment prerequisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps, no refunds will be provided.

# 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 Requirements		Metrics Definition
Commitment Adherence	90% or higher	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
Quality Assurance	≥ 90%	QA evaluation on recorded call
Sales Conversion	20%	Inbound sales calls to fully deposited booking rate
Average Handle Time (AHT)	Average of 600 seconds or less	Talk Time + Hold Time Average Handle Time is the average time spent resolving a customer issue, including talk time, hold time, transfer time (if applicable) and after call work



# OPPORTUNITY ANNOUNCEMENT



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

All business's must ensure that their agents have a professional work environment, when in class and when servicing.

- To confirm a Service Partners intent to attend, Arise may be contacting the Service Partner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.
- Failure to confirm your intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.
- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

### A business DOES NOT QUALIFY to participate in this program if any of the following applies to the business or their agent enrolling in the opportunity

- Has one or more SOW terminations on file due to performance.
- Is currently enrolled in or contracted on another cruise line program.
- Has a Commitment Adherence rating below 90%.
- Travel agents may not participate in the MSC Program

### 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. Arise recommends a thorough review of all policies prior to enrolling in the certification course.