

# OPPORTUNITY ANNOUNCEMENT

**SIGNET**  
JEWELERS

**ZALES**  
THE DIAMOND STORE®

**Signet | Zales**  
**Customer Service Calls**



**Service Revenue**  
**\$12.50 per hour\***  
(\$6.25 per interval)

**Service  
Revenue**

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



## Class Schedule

### Phase I

09/13/2021 – 10/04/2021

### Phase II – Earn While You Learn

10/05/2021 – 10/12/2021

## Class Time Offered

### Monday – Friday

9:00 a.m. – 1:00 p.m. ET

3:00 p.m. – 7:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

**Certification**



**Servicing  
Times  
Available**

## Intervals Available\*

### Monday – Friday

8:00 a.m. – 10:00 p.m. ET

### Saturday

10:00 a.m. – 10:00 p.m. ET

### Sunday

12:00 p.m. – 9:00 p.m. ET

## Most Intervals Available

### Monday – Sunday

10:30 p.m. – 7:00 p.m. ET

## Special Servicing Requirements\*

8 intervals (4 hours) required on Mondays

8 intervals (4 hours) required on Black Friday

## Peak Intervals

11/23/2021 – 12/31/2021

02/01/2022 – 02/20/2022

05/01/2022 – 05/20/2022

*\*Subject to change based on client needs*



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## About the Client | Signet Jewelers

Signet Jewelers Limited is the world's largest retailer of diamond jewelry. Signet operates over 3,300 stores primarily under the name brands of Kay Jewelers, Zales, Jared The Galleria Of Jewelry, H.Samuel, Ernest Jones, Peoples, Piercing Pagoda, and JamesAllen.com.

Signet is committed to delivering increasing value to our stakeholders while seeking to uphold our social, ethical and environmental principles, defined by the brand attributes of global leadership, innovation and sustainability.

<https://www.signetjewelers.com/>





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## System and Equipment

### Equipment Must Meet Platform Standards

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

### Additional Client Program Technology Standards

- **Dual Monitors required**
- **Arise Secure Desktop (ASD)** The Arise Secure Desktop (ASD) flash drive is a device necessary to successfully access the Arise Platform in order to service a client program.

The ASD is an additional operating system on a computer which provides a secure and streamlined environment. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

- Agents will need to provide or purchase their own flash drive to download the ASD onto, and instructions will be emailed to the enrolled agent on how to download the ASD software to that flash drive.
- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to create the ASD.

### Arise Secure Desktop (ASD) Purchase Suggestions\*

Amazon [SanDisk Ultra CZ48 32GB USB 3.0 Flash Drive](#) \$8.99

Best Buy [PNY - Elite Turbo Attache 4 32GB USB 3.0](#) \$12.99

Walgreens [Infinite USB Flash Drive 16GB](#) \$16.99



\* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.

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## Signet | Zales Customer Service Calls What to Expect When Servicing

### What to Expect

Here is the scope of services and the kinds of tasks one can expect to handle on a daily basis for the Signet | Zales Client Program:

- Provide exceptional customer service via phone channel. Potential opportunity for to add chat at a later date.
- Handling inbound/outbound calls
- Respond to "Where is my order?" calls
- Assisting customers with product questions
- Placing new orders/volume orders
- Handling existing orders: returns/replacements
- Provide store-specific support
- Tracking shipments
- Gift Card/Loyalty Card support
- Dispositioning all calls
- Deliver first call resolution with white glove service

**NOTE:** After servicing the Zales program for a time, a limited amount of high-performing Service Partners may be offered the opportunity to cross-certify on the Kay and Jared program. More details to follow!

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

- Ability to interact with customers utilizing strong written and verbal communication skills as well as deep customer empathy.
- Excellent probing and listening skills
- Agents that deliver white glove customer service on every customer interaction
- Demonstration of impeccable attention to detail and focus
- Demonstrated capabilities on programs requiring navigation of multiple systems during a call to gather information and assist the customer



## Signet | Zales Customer Service Calls CERTIFICATION DETAILS

### Instructor-Led Learning

#### In this phase:

Registrants will learn about the client, how to navigate systems, and how to address customer inquiries and concerns

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

- 4 hours of instructor led content and up to 2 hours of self-paced content.

### Instructor-Led Learning & Live Call-Taking Earn While You Learn!

#### In this phase:

Agents will start taking calls and have the instructor to reinforce policy procedure

- Opportunity for learners to apply all that was learned in Phase I and apply it to live calls. From 10/05-10/12 (Monday-Friday, excluding Saturday & Sunday) learners will be required to take 2.5 hours of live calls in class.
- Time to earn revenue!

As of 10/13, Service Partners are required to service a minimum of 30 intervals (15 hours) per week as outlined in the certification SOW

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

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



## Signet | Zales Customer Service Calls CERTIFICATION DETAILS



### Certification Completion Criteria

- Timely completion of all pre-work
- Must pass all modules and assessments with a 90% or higher
- Complete 15 hours of live call-taking
- 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](#)

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## THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK

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 Arise® Portal.

- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.

### 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 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.

#### Please note:

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

#### Please note:

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

### AFFIDAVIT OF ID

Once 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.
- Make sure to follow all instructions and once completed, submit the form to [AriseAffidavits@arise.com](mailto:AriseAffidavits@arise.com)

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## 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	$\geq 90\%$	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: [(Serviced Minutes + Excused No Show Minutes) / (Selected Minutes + Released Lockdown Minutes)]x100
Quality Assurance	$> 90\%$	Adherence to the client's QA guidelines
Average Handle Time (AHT)	450-900 seconds	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
Compliance	$> 90\%$	



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## 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 company's intent to attend, Arise may be contacting the call center owner 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 company's 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. Companies are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

[See Sample Statement of Work](#)

### 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

- Was servicing one or more SOWs that were terminated for cause
- Dropped from "enrolled" status in program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Has a Commitment Adherence below 90%

### 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.