

# OPPORTUNITY ANNOUNCEMENT



## Interval International Sales and Customer Service Inbound Calls



Service  
Revenue

**Earn between \$10.00 and \$13.00 per hour!**  
(see page 7 for details)

**Base Rate**  
**\$0.20 per minute**  
(talk and hold minutes)

OR\*

**Alternate Base Rate**  
**\$10.00 per hour\*\***  
(\$4.50 per interval)

*\*Service Partners will earn the greater of the two.*

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



Certification

### Class Schedule

#### Phase I

07/12/2021 - 08/06/2021

#### Phase II

08/09/2021 - 08/16/2021

### Class Times Offered

#### Monday – Friday

10:00 a.m. – 2:00 p.m. ET

7:00 p.m. – 11:00 p.m. ET

### Intervals Available\*

#### Monday – Friday

9:00 a.m. – 11:00 p.m. ET

#### Saturday

10:00 a.m. – 8:00 p.m. ET

### Special Servicing Requirements\*

6 Intervals (3 hours) required on Saturday or Monday or a combination of both



Servicing  
Times  
Available

### Most Intervals Available\*

#### Monday – Friday

2:00 p.m. – 8:00 p.m. ET

*\*Peak call volume is Monday-Friday from 2:00 p.m.-8:00 p.m. ET*

*\*Subject to change based on client needs*



# interval

INTERNATIONAL

## Interval International Sales and Customer Service Inbound Calls

### About the Client | Interval International

Interval International operates membership programs for vacationers and provides value-added services to its developer clients worldwide. The company has been a pioneer and innovator in serving the vacation ownership market since 1976. Today, Interval's exchange network comprises approximately 3,000 resorts in more than 80 nations. Interval Facts:

Longest running client using the Arise® Platform  
o (11+ years)

Agents interact directly with Interval for support and quality assurance

Interval has 12 lines of business available to service  
Interval is the only client program that does business with call centers in the USA, UK & Canada

If you are passionate about sales, travel, and/or timeshare ownership, this opportunity is a great choice!



### System and Equipment

Equipment Must Meet Platform Standards  
[Click Here for System & Equipment Policy](#)



## Interval International Sales and Customer Service Inbound Calls What to Expect When Servicing

### What to Expect



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

- Assist members in placing their wait-list requests for a resort that is currently unavailable.
- Offer members alternative vacation options if their first choice is unavailable.
- Sell membership packages by advising members of the features and benefits of the Core, Gold, and Platinum levels as well as all Interval products.
- Solve member concerns for first call resolution, ultimately avoiding escalation.

Listen For  
Yourself!

[Sample call #1:](#) 

[Sample call #2:](#) 

[Sample call #3:](#) 



### 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



## Interval International Sales and Customer Service Inbound Calls CERTIFICATION DETAILS

### Instructor-Led & Self-Paced Work

#### This phase:

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

- 4 weeks in length: Four hours of instructor-led content per day and up to two hours of self-paced content daily.

### Mock Calls & Certification Call-Taking Earn While You Learn!

#### This phase:

This phase starts with mock call certification.

- Each agent goes through an hour of mock call(s)

Once mock calls are successfully completed, agents move on to Live call-taking (certification call-taking) where Service Partners can start earning service revenue while taking live calls.

During the Certification SOW, Service Partners are required to service a minimum of 20 intervals (10 hours) per week, during times posted in Starmatic and as outlined in the SOW.

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

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



## Interval International Sales and Customer Service Inbound Calls CERTIFICATION DETAILS



### Certification Completion Criteria

- Maintain 100% attendance throughout the entire certification course up to and including all live certification
- Complete pre-course work prior to day 1 of class
- Successfully pass all quizzes with a 90% or higher, and all exams with a 90% or higher average
- Successfully pass role play scenarios with the instructor
- Successfully pass mock calls during Phase II
- Successfully pass live certification calls
- Complete assigned homework daily
- 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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- A background check will be prompted once you pay for the course. Details on the type of background check and the requirements to pass it will be provided before payment is made.
- 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 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.

### 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

As 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)



## 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
<b>Commitment Adherence</b>	90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
<b>Quality</b>	> 90%	Adherence to the client's QA guidelines (reviewed during certification course).
<b>Revenue per Service Interval</b>	100% of monthly target for all products: Exchanges, Renewals and Getaways	Monthly revenue targets set by the client
<b>Average Handle Time (AHT)</b>	<720	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



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

- To confirm a company's intent to attend, Arise may be contacting the business 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. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

[See Sample Statement of Work](#)

## All businesses must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

- Have one or more SOWs that were terminated for cause.
- Dropped from "enrolled" status in a program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Currently working directly for, or contracted to provide services to, any direct competitor of Interval International such as RCI.
- Owns a travel agency that has a relationship with any vacation ownership programs.
- Is currently employed by Interval International
- Has previously been employed by Interval International
- Has ever serviced Interval International through the Arise Platform
- Has been enrolled in another Interval Exchange opportunity within the last 30 days

### 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.