

# OPPORTUNITY ANNOUNCEMENT



Holland America Line®

SAVOR THE JOURNEY

**Holland America Line**

Inbound Customer Service & Soft Sales



## Service Revenue

### Base Rate

\$5.00 per interval  
\$10.00 per hour

### Per Service Minute Rate \*

\$0.219 per productive minute\*



## Certification

### Course Duration

Phase I:  
09/08/2020 – 10/06/2020

Phase II:  
10/07/2020 - 10/19/2020

### Class Times Offered

Monday – Friday

9:00 a.m. – 12:00 p.m.

7:00 p.m. – 10:00 p.m.



## Servicing Times Available

### Intervals Available\*

Monday - Friday  
10:00 a.m. – 9:00 p.m. ET

Saturday – Sunday  
10:00 a.m. – 7 p.m. ET

*\*Subject to change based on client needs*

### Weekend Requirements

Eight (8) intervals on Saturday and/or Sunday or a combination of both





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### About the Client Holland America Line



At Holland America Line, we believe travel has the power to change the world. We consider it our higher purpose to help make the world a better place through opening minds, building connections, and inspiring a shared humanity.

For 145 years, Holland America Line has been a recognized leader in cruising. If you are looking for some of the most spacious and comfortable ships at sea, award-winning service, exquisite dining, extensive activities and enrichment programs and compelling worldwide itineraries, you've come to the right place.



For more information about Holland America Line review the client's website [www.hollandamerica.com](http://www.hollandamerica.com)

### Systems and Equipment



#### **Equipment Must Meet Platform Standards**

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

#### **Additional Client Program Technology Standards**

- Dual monitors 17 – 19" LCD monitors in non-widescreen or 19 – 20" in widescreen format.
- Connect to client systems, businesses that do not have Miami area code phone numbers (305 or 786), will need to be able to dial long distance on their service lines which may result in long distance charges.





## **Holland America Line** Inbound Customer Service & Soft Sales 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 Holland Customer Service Program:

- Serve on the front lines of the guest and Travel Agent partners experience
- Interact with guests and Travel Agent partners via phone; focusing on questions related to Holland cruises, destinations, ship amenities, and many other pre-cruise related items
- Provide consistent, high quality support to all guests and Travel Agent partners
- Research, navigate, and locate answers to guests and Travel Agent partners questions and concerns
- Leverage Holland's website, internal web based knowledge service, system tools, and other resources to independently respond to inquiries
- Document all calls, detailed resolution, and follow-up to actions



### **Capabilities of Top Performing Businesses for this Program**

- Provides knowledgeable, friendly and eloquent, customer service
- Skilled and efficient in writing and verbal communication





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CERTIFICATION DETAILS

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



## Phase I

### Instructor-Led & Self-Paced Work

#### This phase:

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

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

Fifteen Days of:

- 3 hours of instructor-led class daily
- 2 hours of self-paced content daily



## Phase II

### Certification Call Taking Earn While You Learn!

#### This phase:

- Up to 5 hours of live call taking for the week. Hours available will be aligned with client's hours of operation.
- Opportunity for learners to apply all that was learned in Phase 1.
- Agent will attend a 1-hour instructor led de-brief session each day for 9 days to be in conjunction with class time.

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

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





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CERTIFICATION DETAILS

## Certification Completion Criteria

- Timely completion of all self-paced modules
- Successfully pass role playing scenario
- Successfully pass all quizzes and exams (Score 90% or higher in final exam)
- Receive 2 or more QA scores above 80%
- Complete 20 intervals 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 AND AFFIDAVIT OF IDENTIFICATION**

**Step One: A background check which includes a drug screening, will be prompted once you start the enrollment process.**

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](mailto: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: [mwalsh@arise.com](mailto:mwalsh@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 DRUG SCREENING DURING COVID-19 PANDEMIC**

To ensure the safety and well-being of all Service Partners and do our part to help mitigate the spread of COVID-19, all drug screenings will be postponed until further notice. Agents enrolling in this opportunity should keep in mind that this DOES NOT mean Service Partners will never be required to complete the drug screen. Once the determination is made that drug screenings can resume, Service Partners will receive notification and have 30 days to complete the drug screen. You will potentially be able to complete enrollment in a course, certify and begin servicing before fulfilling the drug screen requirement. Please note that failure to timely initiate the drug screen (once it is reinitiated), or failure to pass the drug screen, will result in the termination of a business's Statement of Work without further notice.

### **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.

### **AFFIDAVIT OF ID**

- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- Click on the link to access the Affidavit of Identification: [Affidavit of Identification](#)
- Once completed, submit this form to [AriseAffidavitOfIdentification@arise.com](mailto:AriseAffidavitOfIdentification@arise.com)
  - Please make sure to include User ID/CSP ID in the subject line, along with the name of the client program you are enrolling in.





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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	90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
Average Handle Time	≤ 495 Seconds	Talk Time + Hold Time + ACW/Wrap Time averaged across all inbound calls handled must be less than or equal to 495 seconds
Quality Score	No more than three quality scores below 85% within the Term of this SOW	% of evaluated calls receiving a Quality score of 85% or higher / total calls evaluated





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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, free from any background noise, when in class and when servicing.

- 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.**

**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 the designated agent under 1 or more Statements Of Work that was terminated for cause
- Has dropped from "enrolled" status in a program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Is currently servicing another cruise program on the Arise Platform
- Is working directly for or providing contracted services to any travel agency or any other cruise line other than Holland America Line or its affiliate while providing services under the SOW.
- Contact information for the business's owner and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the business owner or any of the business's agents, they will be dropped from this opportunity without further notice.

### **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.

