

# OPPORTUNITY ANNOUNCEMENT



## Disney Resorts Reservations Inbound Customer Service Calls



### Service Revenue

#### Service Revenue

**\$9.00 per hour\***

\$4.50 per interval

OR

\$0.167 per ACD minute (whichever is greater)

ACD is the amount of time a servicing agent is actively speaking with a customer during a call.

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



### Certification

#### Class Schedule

##### Phase I

07/19/2021 – 08/31/2021

##### Phase II – Start Earning Revenue!

08/31/2021 – 10/15/2021

#### 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

#### Intervals Available\*

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

#### Special Servicing Requirement\*

10 intervals (5 hours) on either Sunday and Saturday or a combination of both.

#### Most Intervals Available\*

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

*\*Subject to change based on client needs*



# Disney

## Disney Resorts Reservations Inbound Customer Service Calls



### About the Client | Disney Resorts Reservations

Walt Disney 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

- POTS (Plain Old Telephone) line – a hard wired, analog or digital phone line – is required to service.
- Smartphone or tablet that can download an app for a security token
- VOIP headset required for class and for servicing – A wired headset (wireless NOT allowed)
- Windows 10
- The operating system must be in English



## Disney Resorts Reservations Inbound Customer Service Calls What to Expect When Servicing



### What to Expect

- Disney Resorts Reservations are calls from Walt Disney World Guests or Cast Members that wish to make reservations for Lodging, Dining Plans, Tickets, Air, Packages, or asking general questions those areas.
- Service Partners will service the Program by providing high level customer service to existing and new WDW Guests while matching their wishes and desires with relevant Walt Disney World products and services.



### 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



## Disney Resorts Reservations Inbound Customer Service Calls CERTIFICATION DETAILS

### eLearning & Self-Paced Work

#### This phase:

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:

- 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 30 intervals (15 hours) per week including 10 intervals (5 hours) on Sunday and/or Saturday OR between 6:00 p.m. – 11:00 p.m. ET Monday - Friday

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

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



## Disney Resorts Reservations 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



**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



## SECURITY VERIFICATION ON THE ARISE 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 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.

#### 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 listed above, no refunds will be provided.

#### 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)

# 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 Handle Time (AHT)	≤ 800 Seconds	≤ 850 Seconds
Quality Control Goal	≤ 5 per month	≤ 5 per month
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.

Metric	*	**	***
Intervals Serviced	≥ 64	≥ 64	≥ 64
Guest Satisfaction Measurement	N/A	> 96	> 96
Average Talk Time (ATT)	N/A	N/A	< 500 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 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 SOWs that were terminated for cause.
- Has a termination on file from any Disney Program.
- Has dropped from enrolled status in a client opportunity less than 4 weeks before expressing interest in this client opportunity.
- Service Partner and/or Agent is a current Disney cast member.
- Are currently enrolled in or are servicing in a Disney Program course. Due to system conflicts you can not service more than one Disney program.
- Must have at least 30 days elapsed since last Disney SOW or enrollment in a Disney class.
- Cannot be an Earmarked Travel Agent or Travel Agent that books Disney.

### 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.