

OPPORTUNITY ANNOUNCEMENT



PRINCESS CRUISES

Princess Cruises Customer Service & Soft Sales



Average revenue
\$12.50 per hour**
\$6.25 per interval



**Service
Revenue**

Service Revenue
\$0.219 per minute

OR*

Alternate Service Revenue
\$10.00 per hour**
\$5.00 per interval

Additional Incentives

Additional incentives based on performance will be provided in the SOW

**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:

06/21/2021 – 07/19/2021

Phase II: Earn While You Learn!

07/20/2021 – 08/02/2021

Note: No class on 07/05/2021

Class Times Offered

Monday – Friday

9:00 a.m. – 12:00 p.m. ET

6:00 p.m. – 9:00 p.m. ET



**Servicing
Times
Available**

Intervals Available*

Monday - Friday

11:00 a.m. – 8:00 p.m. ET

Saturday

11:00 a.m. – 8:00 p.m. ET

Weekend Requirements

8 intervals (4 hours) required on Saturday and Monday or a combination of both

**Subject to change based on client needs*



PRINCESS CRUISES

Princess Cruises

Customer Service & Soft Sales



About the Client | Princess Cruises

Princess Cruises is a leading global cruise brand of Carnival Corporation - the world's largest leisure travel company. From relaxing pursuits and enriching activities to world-class entertainment and gourmet cuisine, when you step aboard, you are setting a course for a world of wonderful new discoveries



For more information about Princess Cruises review the client's website www.princess.com



System and Equipment

Equipment Must Meet Platform Standards

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

Additional Client Program Technology Standards

- Dual monitors
- Connect to client systems using USB headsets, no landline required.



Princess Cruises **Customer Service & Soft Sales** **What to Expect When Servicing**



What to Expect

- Inbound customer service calls from Princess Cruises Guests and travel agents
- Possible outbound calls to client-designated internal support departments, client's customers and/or client's travel agent partners for status and clarification purposes
- Transferring of inbound calls or outbound calls to other client-designated internal support departments or client account representatives
- Upsell members additional cruise packages to enhance the member cruise experience



Capabilities of Top Performing Service Partners for this Program

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



PRINCESS CRUISES

Princess Cruises Customer Service & Soft Sales CERTIFICATION DETAILS

eLearning & Self-Paced Work

In this phase:

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

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

Certification Call-Taking Earn While You Learn!

In this phase:

- Time to earn revenue!
- Agents will participate in 1-hour instructor debrief for call-taking days held during regular class
- Up to 10 intervals (5 hours) of live call-taking per week during this phase required for certification
- Learners will apply all that was learned in Phase I to certification call-taking.

During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 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



Princess Cruises Customer Service & Soft Sales 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%
- 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, INCLUDING A DRUG SCREENING, 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.

The background check will be required to be completed either before or after payment for the course is made - depending on the client program.

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 this e-mail within 24 hours of submission of your background check, please notify the Customer Opportunity Specialist: sbrown@arise.com
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there.
- Service Partners who do not pass the background check will receive a refund of the certification course fee, minus a processing fee, the amount of which will be displayed on the Enrollment screen (on the portal) prior to 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

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



PRINCESS CRUISES

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: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
Quality Score	≥85%	Average quality score achieved by the agent based on customer experience
Average Handle Time	≤625 seconds	The average time spent resolving a customer issue, including talk time, hold time, transfer time, and after call work
Survey Score	TBD	Average score based on survey completed by customers at the completion of the call



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.

- A Service Partner CANNOT enroll in this opportunity if the agent is currently servicing 3 or more programs.
- If an agent is servicing 2 programs, they can enroll in this course
- 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%
- Service Partners must log in to client application every 7 days or they will lose access

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.