

# OPPORTUNITY ANNOUNCEMENT



# Carnival

## Carnival Cruise Line - MAX Customer Sales



[Watch an On Demand  
Infosession Now!](#)

### Service MAX Intervals...Earn MAX Revenue!\*



#### Service Revenue

**Average revenue**  
**\$13.00 per hour\*\***  
\$6.50 per interval

**Earn additional dollars on every call, it's easy!**

For every sales that you take a deposit - earn an extra \$2/booking

For every vacation protection package, you sell - earn another \$1

For every upgrade you sell - earn another \$.50

**\*Star Incentive Revenues**

15%-40% of base rate or per serviced interval

*\*Service Partners will earn average revenue provided they service the minimum expected intervals*

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

**Service Partners servicing Carnival Cruise Line Customer Sales MAX program are expected to service 100 intervals/50 hours per invoice period (approximately 50 intervals/25 hours per week, [see page 3](#) for examples and additional important information)\*\*\*.**

*\*\*\*The invoice periods run from the 1st of the month to the 15th and from the 16th to the 30th/31st.*

*[See page 3](#) for clarification.*



#### Certification

### Class Schedule

#### Phase I

3/21/2022 – 4/22/2022

#### Phase II – Start Earning Revenue!

4/25/2022 – 5/9/2022

### 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\*

#### Monday – Sunday

9:00 a.m. – 9:30 p.m. ET

#### Saturday & Sunday

9:00 a.m. – 5:30 p.m. ET

7 days a week

365 days a year

### Weekend Requirements

10 intervals (5 hours) required on a Saturday or Sunday, or a combination of both

### Peak Days

Saturdays, Sundays & Mondays

*\*Subject to change based on client needs*



**Carnival Cruise Line - MAX**  
Customer Sales



## About the Client | Carnival Cruise Line

Carnival is The World's Most Popular Cruise Line® with 25 ships operating 3 to 16-day voyages to The Bahamas, Caribbean, Europe, Mexican Riviera, Alaska, Hawaii, Canada, New England, Bermuda, Australia, New Zealand and the Pacific Islands.



For more information about Carnival review the client's website <https://www.carnival.com/>



## System and Equipment

**Equipment Must Meet Platform Standards**

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

## Additional Client Program Technology Standards

This program requires dual monitor configuration to connect to client systems, agents that do not have dual monitors will not be able to successfully service the client



## Carnival Cruise Line - MAX Customer Service

Service Partners servicing Carnival Cruise Line Customer Sales MAX program are expected to service 100 intervals/50 hours per invoice period (approximately 50 intervals/25 hours per week)\*. Service Partners who do not service this number of intervals will receive lower revenue for the intervals serviced and will not be eligible for the MAX program going forward. If intervals serviced (per invoice period) are less than 100 (50 hours), service revenue will be reduced to \$5.50 per interval.

*\*The invoice periods run from the 1st of the month to the 15th and from the 16th to the 30th/31st.*

### SERVICING EXAMPLES:

- Service 50 intervals/25 hours the first week and 50 intervals/25 hours the second week, for a total of 100 intervals/50 hours.

**OR**

- Service 30 intervals/15 hours the first week and 70 intervals/35 hours the second week, for a total of 100 intervals/50 hours.

It's completely up to you, as long as you service MAX hours for each invoice period.

Service Partners who do not service this number of intervals will receive lower revenue for the intervals serviced and will not be eligible for the MAX program going forward. If intervals serviced (per invoice period) are less than 100, service revenue will be reduced to \$5.50 per interval.



## Carnival Cruise Line - MAX Customer 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 Carnival Customer Sales Program:

- Inbound calls for assistance with bookings from client's customer, assisting with cruise specific questions, quotes and more.
- Stay up to date on latest Carnival sales and promotions while earning revenue!
- Maintain top sales performance by showcasing expert sales technique and overcoming customer objections.
- Transferring of inbound calls or outbound calls to other client-designated internal support departments or client account representatives.
- Possible outbound calls to client designated internal support departments, client customer for status and clarification purposes

**Friends and Family discounts!**  
Available following certification and upon the start of live service.



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*\*The invoice periods run from the 1st of the month to the 15th and from the 16th to the 30th/31st.*



### 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



## Carnival Cruise Line - MAX Customer Sales CERTIFICATION DETAILS

### Instructor-Led 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 with sales, booking and cruising information.

- A combination of self-paced and instructor-led
- 4 hours of instructor-led classroom
- 2 hours of self-paced work

### Certification Call-Taking Earn While You Learn!

#### This phase:

- Up to 2 hours per day live call taking during class times ( Mon – Fri)
- A combination of classroom learning, self-paced work and live call taking.

As outlined in the Certification SOW, Service Partners are required to service a minimum of 20 intervals per week (10 hours) through the end of the Certification SOW

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

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



## Carnival Cruise Line - MAX Customer Sales CERTIFICATION DETAILS



### Certification Completion Criteria

- Successfully attain 80% average on E-learning modules
- Complete pre-course work prior to day 1 of class (if applicable)
- Successfully pass live certification call-taking days (if applicable)
- 100% completion of daily self-paced work
- 90% or greater on final assessments
- Select and service a minimum of 10 intervals per week
- Service a minimum of 4 intervals per day between 4/25/22 – 4/29/22 \*based on intervals availability
- Meet with a sales expert each day from 4/26/22 – 4/29/22 (100% Attendance)
- Must service in a noise free environment
- 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
- All pre-course work must be completed before the first day of class.



We highly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class with no refund.

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 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.

- 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)

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, no refunds will be provided.

# 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 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 Serviced Minutes/(posted Minutes + Released Lockdown Minutes)] x 100
<b>Low Quality Score</b>	≥ 90%	No more than three quality scores below 90% within the Term of this SOW or two lead captures missed within the term of this SOW
<b>Average Handle Time (AHT)</b>	700 - 850 seconds	Average duration of calls handled, measured from the call initiation, including any hold time, talk time and related tasks that follow the call.
<b>Net Conversion</b>	≥ 25%	
<b>Net Vacation Protection Plan Take Rate (VPP)</b>	> 30%	

## 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.

1 Star		2 Star		3 Star	
Metric	Minimum Requirements	Metric	Minimum Requirements	Metric	Minimum Requirements
<b>Net Conversion</b>	≥ 27 %	Net Conversion	≥ 27 %	Net Conversion	≥ 27 %
		Average Handle Time (AHT)	700 -845 seconds	Average Handle Time (AHT)	700 – 845 seconds
				Intervals Serviced per Invoice Period	≥ 120





## 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

- Was designated 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%
- Currently servicing or enrolled in a course for Carnival Direct Sales, Customer Service, Groups Service, Travel Agent Sales, Princess, Holland or MSC through any other vendor or Arise application.
- Are working directly or provide contracted services to any travel agency or any other cruise line other then Carnival or its affiliate while provided services under the SOW.
- Contact information for the Service Partner and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the Service Partner or their agents, they will be dropped from this opportunity without further notice.
- A company must meet all of the following criteria to be considered for this opportunity:
- Hold a star rating of 2 or more stars for the past 2 SOW periods.

### 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.