

# OPPORTUNITY ANNOUNCEMENT



**Carnival Cruise Line**  
Customer Service



## NEW! SHORTER CLASS AND MORE MONEY!!!

Take advantage of this year-round opportunity!

Service  
Revenue

### NEW! Increased Service Revenue!

**Base Rate**  
**\$13.00 per hour\*\***  
\$6.50 per interval

OR\*

**Per Call Rate\***  
**\$1.10 per call**

*\*Whichever is greater*

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



Certification

#### Class Schedule

##### Phase I

3/21/2022 – 4/13/2022

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

4/14/2022 – 4/28/2022

#### Class Times Offered

##### Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

## CRUISING IS BACK – AND THERE ARE PLENTY OF HOURS AVAILABLE!



Servicing  
Times  
Available

#### Intervals Available\*

##### Monday – Friday

9:00 a.m. – 10:30 p.m. ET

##### Saturday & Sunday

9:00 a.m. – 6:30 p.m. ET

#### 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*



## 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

- Minimal 1280 x 1024 monitor resolution
- Windows 10 Operating System Required
- Wired internet connection
- Headset
- Dual monitors (recommended)

# OPPORTUNITY ANNOUNCEMENT



## Standard System and Equipment Requirements for Live Calls

### Computer Requirements



- Dual Core 2.8 GHz or better or Intel I class or AMD Phenom X2 class or better, 20 GB or more available space, 60 GB or more of total space, 4 GB or RAM or better, Windows 10
- No all-in-one computers
- No Atom, Celeron, Pentium and Opteron Processors are permitted
- Mac computers permitted – must run Windows Bootcamp

#### **Dual Monitors (highly recommended—to meet metrics)**

- 1280x1024 (SXGA) screen resolution
- 1920x1080 (full HD or 1080p)

### Required Accessories

- USB headset only
- Noise cancelling recommended



### Telephone & Internet Connection

#### VoIP Telephone Service

#### Wired Internet

- Wi-Fi is not acceptable
- Min. 10mbps download speed
- Min 3mbps upload speed
- Max. latency threshold of 120 milliseconds



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



## Carnival Cruise Line Customer Service 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 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 Carnival 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 Carnival'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 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 Service CERTIFICATION DETAILS

### eLearning & Self-Paced Work

#### **This phase provides:**

An overview of tools, knowledge, resources and practice call-time necessary to use client systems and provide quality service to client customers. This course requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation

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

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

#### **This phase is:**

A combination of support sessions and live call-taking. 1- 2 hours per day and live call-taking (Mon – Fri) between the hours of 9:00 a.m.- 10:00 p.m. ET

Agents will need to return to class during week 1 of phase 2 during normal class hours to receive briefings from instructors. Expected duration 1 hour.

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.\*

\*Subject to change based on client needs

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

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



## Carnival Cruise Line Customer Service CERTIFICATION DETAILS



### Certification Completion Criteria

- No more than 2 Auto Fail Scores during one or more of the 3 weeks of post instructor-led
- Complete pre-course work prior to day 1 of class (if applicable)
- Successfully pass mock call scenarios with the instructor
- Successfully pass live certification call-taking days (if applicable)
- 100% completion of daily self-paced work
- 90% or greater on assessments, mid-term and final assessments
- Select and service a minimum of 20 intervals per week/4 intervals per weekday during first three weeks post instructor-led certification
- Successfully attain 80% average or higher on QA
- Attend certification preparedness session day 1 post instructor-led certification
- 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](#)

# OPPORTUNITY ANNOUNCEMENT



**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 $\text{Serviced Minutes} / (\text{posted Minutes} + \text{Released Lockdown Minutes}) \times 100$
<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>	≤ 450 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>Internal Extension Out %</b>	< 30 %	Average percentage of time spent dialing out to internal Carnival departments, including any hold time and talk time

## STAR metrics requirements vary and are subject to change\*

Star metrics and corresponding Incentives as well as bookings incentives are included in the Production SOW. Certification SOWs do not include Star metrics or bookings incentives.

	1 Star	2 Star	3 Star
<b>AUX %</b>	≤ 5 %	≤ 5 %	≤ 5 %
<b>Intervals Serviced</b>	≥ 30	≥ 30	≥ 30
<b>AHT</b>			≤ 400
<b>Incentive (Pre-select)</b>	None	None	None
<b>Incentive (Revenue)</b>	5%	10%	15%





## 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.

- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.
- Servicing agents must log in to client application every 7 days or they will lose access.

### You DO NOT QUALIFY to participate in this program if any of the following applies:

- Are currently servicing any Carnival, Princess, Holland, or MSC programs through any other vendor or Arise application.
- Are currently servicing 3 or more programs. If an agent is servicing 2 programs, they can enroll in this course.
- Are working directly or providing contracted services to any travel agency or any other cruise line other than Princess or its affiliate while providing services under the SOW.
- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

### 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.