



## Disney Resorts Reservations Inbound Customer Service Calls

### NEW! Service Revenue Increase!



#### Service Revenue

**\$11.00 per hour\***  
(\$5.50 per interval)

Service  
Revenue

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



#### Class Schedule

##### Phase I

05/02/2022 – 06/15/2022

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

06/16/2022 – 07/31/2022

No class on 5/30/22

#### Class Times Offered

##### Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

Certification



Servicing  
Times  
Available

#### Intervals Available\*

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

#### 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

#### Special Servicing Requirement\*

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

*\*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

- Smartphone or tablet that can download an app for a security token
- VOIP hardwired USB headset required for class and for servicing (wireless headset is 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:

Provides 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:

- Provides 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 15 hours (30 intervals per week including 5 hours (10 intervals) on Sunday and/or Saturday.

**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



**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



## 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.

### 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 listed above, 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 Requirement	Certification SOW	Production SOW
Commitment Adherence	90%	90%
Guest Satisfaction Measurement	≥ 85%	≥ 88%
Average Talk Time (ATT)	≤ 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 per Invoice Period	≥ 64	≥ 64	≥ 64
Quality Assurance	N/A	N/A	≥ 95%
Average Handle Time (AHT)	N/A	≤ 85	≤ 85
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.

- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

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

- 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%.
- Has a termination on file from any Disney Program.
- 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.