

OPPORTUNITY ANNOUNCEMENT



PRINCESS CRUISES

Princess Cruises Customer Service & Soft Sales

NEW! Increased Service Revenue!



Service
Revenue

Service Revenue
\$13.00 per hour*
\$6.50 per interval

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



Certification

Class Schedule

Phase I:
03/22/2022 – 04/15/2022

Phase II: Earn While You Learn!
04/18/2022 – 04/22/2022

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

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

Intervals Available*

Monday - Friday
11:00 a.m. – 8:30 p.m. ET

Saturday
11:00 a.m. – 8:30 p.m. ET

Special Servicing Requirements

4 hours (8 intervals) required on
Monday, Friday and/or Saturday

**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
4 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 5 hours (10 intervals) of live call-taking per week during this phase required for certification
- Learners will apply all that was learned in Phase I and apply it to live calls.

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



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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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 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

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



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	≥ 4.5	Average score based on survey completed by customers at the completion of the call

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Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

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

All businesses must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

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.