

OPPORTUNITY ANNOUNCEMENT



MSC
C R U I S E S



MSC Cruises - CANADA
Sales and Inbound Customer Service



Service Revenue

Service Revenue

\$18.76 CAD per hour*

\$9.38 CAD per interval

NEW! Service Partners Eligible for Discounted Cruise Rates

See [page 8](#) for details

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



Certification

Class Schedule*

Phase I

12/12/2022 – 12/30/2022

Phase II – Earn While You Learn!

START EARNING REVENUE

01/03/2023 – 01/09/2023*

A mix of 2 hours of live call-taking and 2 hours of instructor-led classroom

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

2:00 p.m. – 6:00 p.m. ET

5:00 p.m. – 9:00 p.m. ET

*No class on Dec 23rd, Dec 26th, and Jan 2nd



Servicing Times Available

Intervals Available*

Monday – Friday

9:00 a.m. – 7:00 p.m. ET

Saturday & Sunday

9:00 a.m. – 6:00 p.m. ET

Special Servicing Requirements*

- 3 hours (6 intervals) required on Mondays
- 1 ½ hours (3 Intervals) required on Saturday and/or Sunday

*Subject to change based on client needs



MSC

CRUISES



MSC Cruises - CANADA
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About the Client | MSC Cruises

The MSC Cruises experience embodies the elegant side of the Mediterranean to create unique and unforgettable emotions for guests, through discovery of the world's cultures, beauties and tastes. MSC Cruises translates its passion for the sea into a commitment to excellence in hospitality, professionalism, dedication and mastery of every single detail to ensure the complete happiness and satisfaction of each and every guest.



For more information about MSC Cruises review the client's website <https://www.msccruisesusa.com>



System and Equipment

Equipment Must Meet Platform Standards

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

Additional Client Program Technology Standards

- A USB headset is required (during class and while servicing). Wireless headsets are not supported.
- Chrome browser 77 and above
- .net Framework v 3.5 or higher
- Mac computers are not supported



MSC Cruises - CANADA Sales and Inbound Customer Service What to Expect When Servicing



What to Expect

On a day-to-day basis, Service Partners can expect to participate in the following activities:

- Responding to general inquiries
- Describing the booking options
- Explaining billing process and options
- Accepting and processing requests for information materials
- Researching and resolving customer complaints
- Billing clarification questions
- Transferring calls to Client customer service when required
- Additional services as mutually agreed upon by Client and Arise



Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills
- Agents will need to have sales ability, able to multitask and take quick notes, and have a knowledge of geography.
- 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



MSC Cruises - CANADA Sales and Inbound Customer Service CERTIFICATION DETAILS

eLearning & Self-Paced Work

In this phase:

Agents will learn about the MSC client, call type and how to handle inquiries, sales and escalations.

This course:

Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation

- 14 days: Four hours of instructor-led content per day and up to two hours of self-paced content

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

This phase:

Live call-taking

- Apply what you've learned during live call-taking!
- During this phase there will be 2 hours of live call taking along with 2 hours of Instructor-led classroom.
- As outlined in the Certification SOW, Service Partners are required to service a minimum of 15 hours (30 intervals) per week 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



MSC Cruises - CANADA Sales and Inbound Customer Service CERTIFICATION DETAILS



Certification Completion Criteria

- 100% completion of daily self-paced modules each day as well as complete attendance of instructor-led sessions each day
- Completion of all assessments and knowledge checks with a score of greater than or equal to 80%
- Successful completion of all Support Resource Mock Simulations at 90% or better
- Successfully handle live customer calls by demonstrating proven customer service skills
- Complete a minimum of 10 hours (20 intervals) of live call-taking during Phase II
- After Phase II, service a minimum of 15 hours (30 intervals) weekly with 90% Commitment Adherence
- Minimum of 90% attainment of client metrics compared to target
- 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.

Important: If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The No-Show fee of \$20.00 will be charged and you will need to enroll in a new opportunity if you wish to service the client.

Read complete course policies [here](#)



THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

You will be prompted to complete a background check during the enrollment process - if you have not completed one within six months of the class start date.

The background check will include, but not be limited to, a check of disqualifying criminal convictions for at least the immediately preceding 10-year period.

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, select Affidavit Form and click on Affidavit Instructions and Requirement Canada
- 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.



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% or higher	% 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 Assurance	≥ 90%	QA evaluation on recorded call
Sales Conversion	20%	Inbound sales calls to fully deposited booking rate
Average Handle Time (AHT)	Average of 600 seconds or less	Talk Time + Hold Time Average Handle Time is the average time spent resolving a customer issue, including talk time, hold time, transfer time (if applicable) and after call work



Discounted Cruise Incentive

New! Service Partners are eligible to receive discounted cruise rates!*

Service Partners providing services on the MSC Cruises Sales & Service and MAX programs are eligible to receive discounted Cruise Only Rates* when the below qualifiers are met.

Discounted cruise qualifiers:

- To be eligible to book the cruise, service a minimum of 20 hours (40 intervals) weekly for 8 consecutive weeks with a Commitment Adherence of $\geq 90\%$
- Service Partners must be servicing the MSC Cruises program with an active SOW at the time of the cruise

Details of Discount:

- Discounts vary by cruise and below are some examples of discounts available - priced for 2 guests:
 - MSC Divina Escape to Sea for 2 Adults Sailing from Miami for 7 nights
 - IB Category Discounted Rate is only \$474.00 for 2 Adults. Non-discounted rate is \$1,047.78!
 - OB Category Discounted Rate is only \$768 for 2 Adults. Non-discounted rate is \$1,207.78!
- Some blackout dates apply
- Discount codes will be provided once the criteria is met

*Cruise Only Rates include food and complimentary beverages. Specialty dining not included.



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 currently enrolled in or contracted on another cruise line program.
- Travel agents may not participate in the MSC Program
- 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.