

OPPORTUNITY ANNOUNCEMENT



interval
INTERNATIONAL®



Interval International | Canada
Sales and Customer Service Inbound Calls
French Bilingual



Service Revenue

Service Revenue
\$17.00 CAD per hour*
(\$8.50 CAD per interval)

Must speak, read and write French and English

IMPORTANT

All sales transactions are eligible for a service revenue incentive.

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



Certification

Class Schedule*

Phase I

8/7/2023 – 9/1/2023

Phase II

9/5/2023 – 9/12/2023

Class Time Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

**All Classes are
instructed in English**



Servicing Times Available

Intervals Available*

Monday – Friday

9:00 a.m. – 11:00 p.m. ET

Saturday

10:00 a.m. – 8:00 p.m. ET

Special Servicing Requirements*

3 hours (6 Intervals) required on Saturday or Monday or a combination of both

Most Intervals Available*

Monday – Friday

2:00 p.m. – 8:00 p.m. ET

**Peak call volume is Monday-Friday from 2:00 p.m.-8:00 p.m. ET*

**Subject to change based on client needs*



interval
INTERNATIONAL®



Interval International | Canada
Sales and Customer Service Inbound Calls
French Bilingual

About the Client | Interval International

Interval International operates membership programs for vacationers and provides value-added services to its developer clients worldwide. The company has been a pioneer and innovator in serving the vacation ownership market since 1976. Today, Interval's exchange network comprises approximately 3,000 resorts in more than 80 nations.

Interval Facts:

Longest running client using the Arise Platform
o (11+ years)

Agents interact directly with Interval for support and quality assurance

Interval has 12 lines of business available to service
Interval is the only client program that does business with call centers in the USA, UK & Canada

If you are passionate about sales, travel, and/or timeshare ownership, this opportunity is a great choice!



System and Equipment

Equipment Must Meet Platform Standards

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

Please note:

Service Partners will need one of the following types of phone lines to service the Interval program:

- POTS (Plain Old Telephone) line (hard-wired to wall outlet)
- Cable telephony (connected directly from router/modem device)
- Digital service (connected directly from router/modem device)
- VoIP through a physical hard phone, i.e., a tangible device that sits on your desktop



Interval International | Canada Sales and Customer Service Inbound Calls French Bilingual



What to Expect When Servicing

What to Expect



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

- Assist members in placing their wait-list requests for a resort that is currently unavailable.
- Offer members alternative vacation options if their first choice is unavailable.
- Sell membership packages by advising members of the features and benefits of the Core, Gold, and Platinum levels as well as all Interval products.
- Solve member concerns for first call resolution, ultimately avoiding escalation.

Listen For
Yourself!

[Sample call #1:](#)

[Sample call #2:](#)

[Sample call #3:](#)



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



Interval International | Canada Sales and Customer Service Inbound Calls French Bilingual

CERTIFICATION DETAILS

Phase I: Instructor-Led & Self-Paced Work

In this phase:

Provides an overview of the tools, knowledge, resources and practice call-time necessary to use Interval systems and provide quality service to Interval's customers.

- 4 weeks in length: Four hours of instructor-led content per day and up to two hours of self-paced content daily.

Phase II: Mock Calls & Certification Call-Taking

In this phase:

Once the Interval Exchange Class is successfully completed, learners move into this phase. This phase administers mock call certification.

- Fast!
- Each agent goes through a 1-hour mock call

Once mock calls are successfully completed, agents move on to Live call-taking (certification call-taking) where Service Partners can start earning service revenue while taking live calls.

During the Certification SOW, Service Partners are required to service a minimum of 10 hours (20 intervals) per week, during times posted in Sarmatic and as outlined in the SOW.

See Page 1 For Class Dates and Time

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



Interval International | Canada Sales and Customer Service Inbound Calls French Bilingual



CERTIFICATION DETAILS



Certification Completion Criteria

- Maintain 100% attendance throughout the entire certification course up to and including all live certification
- Complete pre-course work prior to day 1 of class
- Successfully pass all quizzes with a 90% or higher, and all exams with a 90% or higher average
- Successfully pass role play scenarios with the instructor
- Successfully pass mock calls during Phase II
- Successfully pass live certification calls
- Complete assigned homework daily
- 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 strongly 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 Class Confirmation Deposit of \$20.00 will not be refunded and you will need to enroll in a new opportunity if you wish to service a client program.

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%	% 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	> 90%	Adherence to the client's QA guidelines (reviewed during certification course).
Revenue per Service Interval	100% of monthly target for all products: Exchanges, Renewals and Getaways	Monthly revenue targets set by the client
Average Handle Time (AHT)	< 720	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



Interval's code assignment process requires you to fill out a form online BEFORE the start of class. Once fully enrolled you will receive an email from jmoore@arise.com containing a link to the form. Be sure to check your spam folder if you do not receive this email.

- 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 working directly for, or contracted to provide services to, any direct competitor of Interval International such as RCI.
- You own a travel agency that has a relationship with any vacation ownership programs.
- Are currently employed by Interval International.
- Have previously been employed by Interval International.
- Have ever serviced Interval International through the Arise® Platform.
- Have been enrolled in another Interval Exchange opportunity within the last 30 days.
- 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.