STAR
Telecommunication Inc.

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.

What to Expect

Here is the scope of services and the kinds of tasks one can expect to handle on a daily basis for the client:

- Inbound calls for assistance with bookings from client's customers and client's travel agent partners.
- Possible outbound calls to client-designated internal support departments, client's customers for status and clarification purposes.
- Transferring of inbound calls or outbound calls to other client-designated internal support departments or client account representatives.

Servicing Hours

- 30 intervals per week with 10 of those intervals serviced on Saturday and/or Sunday (1 interval = 30 minutes)
- Current hours are 7 days a week, 24 hours a day, 365 days per year. First 90 days of service is 8:00 a.m. to midnight EST.

Service Revenue

- The More you work the more you get paid per hour.

Additional Information *- This Opportunity Announcement (OA) is 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).*

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Service Intervals Equipment At-a-Glance

- Windows 7 (32 and 64 bit) and Windows 10
- A second monitor is found to be beneficial for this program.
- Noise cancelling headset
- Not Supported: Windows XP, Windows Vista, Windows 2000, Windows 8, and MAC OS

Certification Course Details

- Instructor-Led and Self-Paced
- Live Call Taking Phase
- Start Earning Service Revenue

Certification Completion Criteria

- 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 week day during first three weeks post instructor led certification
- Successfully attain 85% or higher on 3 out of 4 audits completed during week 3
- Attend certification preparedness session day 1 post instructor led certification
- Complete the Affidavit of Identification
- Complete and pass drug screening.

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