

Interval Exchange Opportunity at a Glance!

Interval is best known for its affiliations with Marriott Vacation Club International, Four Seasons Residence Club, Starwood Vacation Club, and Westgate Resorts. Interval International's vacation exchange network includes more than 2,400 resorts and nearly 2 million member families worldwide.



Independent Business Owner Revenue

\$10.00 per hour guaranteed / minimum Revenue Opportunity

Average Revenue Opportunity:

\$10.00 to \$12.00 per hour
Top Performers Revenue:
\$13.00 per hour!

Minimum Hours Required

15 Hours per Week
3 of those hours to be serviced on Sunday and/or Saturday

Year Round Opportunity for Independent Business Owners and/or Certified Professionals Outside of Florida

Education Schedule

3/19/12 to 4/13/12

M - F: 10AM - 2PM (EST)

Client Education Requirements

Quizzes and Exams = 90% Minimum to Pass
Receive an average or better score on call simulation

Type of Service / Channel

Sales/orders, up selling, inquiries, requests for exchanging properties, customer service as needed

Equipment Needed

PC with Windows 7, Windows XP, or Windows 2000 Professional O/S
(MAC OS not supported)

Cost Of Client Education

\$219 *

A. \$149 due within 24 hours of becoming client qualified.
B. \$70 due upon successful completion of the education course.

Note: * This is a Deferred payment opportunity. Please view page 7 for details.

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I. Opportunity Information

Interval International's vacation exchange network includes more than 2,000 resorts and more than 1.8 million member families worldwide. The company has been at the forefront of the timeshare industry, maintaining the highest standards of excellence since 1976.

Interval provides its members — vacation owners from around the world — with comprehensive exchange services and a variety of other exciting benefits that offer value and convenience at home and on the road.

To learn more about Interval International please visit: <http://www.intervalworld.com/>

Arise is pleased to announce that we are looking to contract Independent Business Owners and/or Client Support Professionals to provide services for Interval International Exchange a minimum of 15 hours per week with only 3 of those hours to be serviced Sunday and/or Saturday.

Independent Business Owners and/or Client Support Professionals are ineligible to participate in this client opportunity if they meet any of the following criteria:

- ❖ **Former or current Interval International employee and/or its affiliates.**
- ❖ **Have been removed from any Interval Application due to failing to meet performance requirements.**
- ❖ **Work directly for or provide contracted services to RCI and/or its affiliates.**
- ❖ **Have more than 2 SOW terminations on file due to performance.**
- ❖ **Have a Commitment Adherence below 90%.**
- ❖ **Have dropped from enrolled status in a client opportunity less than 4 weeks before expressing interest in this client opportunity.**
- ❖ **Are currently enrolled in any other client opportunity.**
- ❖ **Due to an Avaya system limitation:**
 - **Independent Business Owners and/or Client Support Professionals currently servicing AAA Mid-Atlantic/South/New Jersey or Disney Resorts cannot service unless their PCs operating system is Windows XP.**
- ❖ **Are located in Florida**

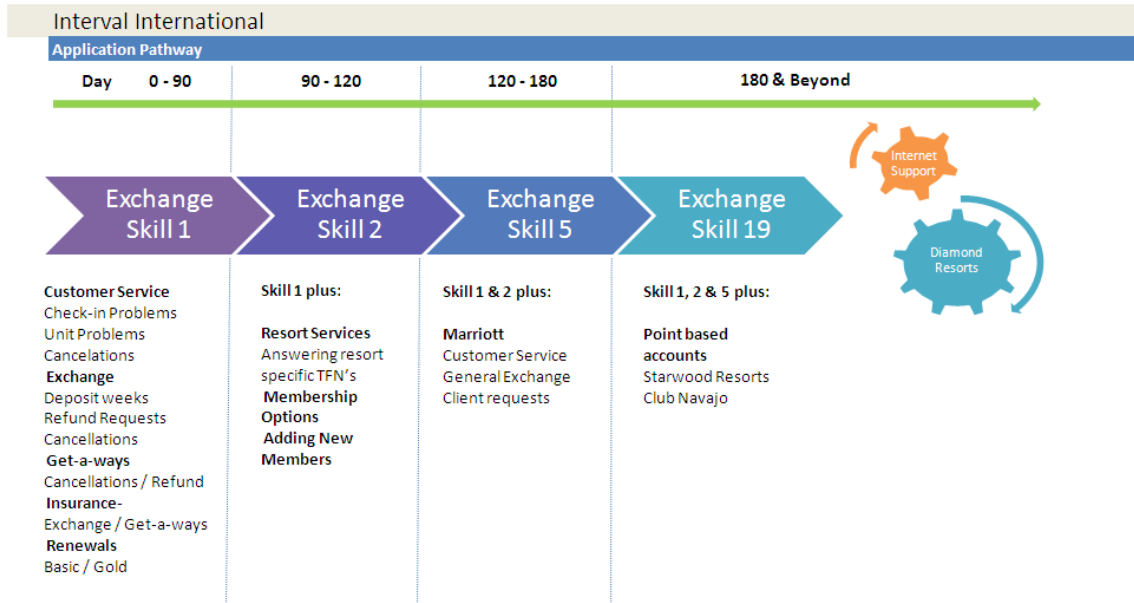
Interval International Exchange (also known as Exchange Skill 1) is an entry-level application that opens the doors to servicing several other, exciting applications being serviced by Arise (Skill #2, Skill #5 and Skill #19).

Independent Business Owners and/or Client Support Professionals will service the Exchange Skill #1 application for 90 days.

- ❖ **After the 90-day “nesting” period, Independent Business Owners and/or Client Support Professionals who have met the requirements (see Section D for further details) will then be certified and moved to Exchange Skill #2.**
- ❖ **After the 30-day service period in Skill #2, Independent Business Owners and/or Client Support Professionals who have met the requirements (see Section D for further details) will then be certified and moved to Exchange Skill #5.**
- ❖ **After the 60-day service period in Skill #5, Independent Business Owners and/or Client Support Professionals who have met the requirements (see Section D for further details) will then be certified and moved to Exchange Skill #19.**

Additionally, Independent Business Owners and/or Client Support Professionals certified in all of the Interval Exchange applications (#1, #2, #5, and #19) may express interest in Interval Internet Support as secondary certifications.

Below is a map of all Interval International applications. This opportunity announcement is specifically related to those applications within the Exchange family. It does not relate to the DRI or Internet Support applications.



*** Note- The Independent Business Owners and/or Client Support Professional must remain active in an Exchange application to service Internet Support.**

II. Essential Functions and Responsibilities

The Independent Business Owners and/or Client Support Professional will service incoming calls by:

- ❖ Being responsible for successfully assisting members looking to exchange their rights to their home week and property for another week or property in a friendly, courteous and professional manner.
- ❖ Communicating with customers in a courteous, friendly and professional manner in compliance with Interval procedures.
- ❖ Using effective listening skills to check for understanding and determine the customer's needs.
- ❖ Striving for one time call resolution when possible.
- ❖ Maintaining excellent schedule adherence practices, as well as consistently meeting or exceeding performance standards defined.
- ❖ Attaining 85% and above of their monthly sales revenue goal. Sales revenue goals are established per actual hour of service to the application.

Independent Business Owners and/or Client Support Professional must meet all of the following criteria in order to be considered:

- ❖ **Sales and Customer Service Experience a must.**
- ❖ Preferred 1+ years of travel counselor industry experience
- ❖ Preferred 1+ years of vacation / resort ownership industry experience
- ❖ Strong desire to succeed as an independent business owner
- ❖ Strong Consultative Selling Skills, Decisive And Successful Problem Solving Abilities
- ❖ Excellent Verbal and Written Communication Skills, i.e. listening, paraphrasing, courteous, professional and friendly demeanor
- ❖ Previous call center experience is a plus

- ❖ Excellent judgment and decision-making skills, high attention to detail and the ability to multi-task in a fast pace environment
- ❖ Strong orientation towards quality and strive for one contact resolution
- ❖ Clear understanding of the English language as well as an ability to clearly communicate in the English language.
- ❖ Listening / paraphrasing skills. Courteous, professional and friendly demeanor.
- ❖ **Independent Business Owners and/or Client Support Professional will be required to complete a voice assessment as part of client qualification process.**
 - ✓ Instructions for completing assessment will be sent via e-mail once interest has been expressed and Independent Business Owners and/or Client Support Professional have passed preliminary evaluation.
- ❖ Commitment adherence of 90% or greater, excellent judgment and decision-making skills, high attention to detail and the ability to multi-task.
- ❖ Independent Business Owners and/or Client Support Professional currently employed by or providing services of any nature to RCI will be ineligible to apply for this opportunity. Independent Business Owners and/or Client Support Professional must disclose if they own a timeshare and the company that they have the timeshare with. Once certified, an Independent Business Owners and/or Client Support Professional may not service their own accounts.
- ❖ **Only PCs with Windows 7, Windows XP, Windows XP Professional, Windows XP Home, or Windows 2000 Professional with the latest service pack installed are permitted for Independent Business Owners and/or Client Support Professional in certification and servicing. Mac OS is not allowed for certification or servicing.**
- ❖ Independent Business Owners and/or Client Support Professional's PC must meet the Arise technical specifications to attend and certify for this opportunity.

Click on the link below for Arise requirements:

https://portal.arise.com/Localization/en-US/Workstation_Requirements.pdf

- ❖ Independent Business Owners and/or Client Support Professional will be required to start servicing the application immediately upon completion of certification and fulfilling their minimum weekly commitment without interruption for the first 90 days.
- ❖ Due to an Avaya system limitation Independent Business Owners and/or Client Support Professional currently servicing AAA Mid-Atlantic/South/New Jersey or Disney Resorts cannot service unless their PCs operating system is Windows XP.

III. **Application Details**

Arise reserves the right, at its sole discretion, prior to contracting to revise the posting requirement, compensation and individual service level metrics.

A. Average Handle Time

- i. 420 seconds

B. Independent Business Owner Revenue

The Independent Business Owners will receive the greater of:

- i. **\$.22 Per Minute of Talk Time**
- ii. **\$10 alternate base rate.**
- iii. **Average Independent Business Owners Revenue: \$10.00 - \$12.00 per hour.**

**iv. Top performers average \$13 per hour while servicing Exchange,
a. NOT including potential commission!**

v. Commission

- ❖ This is a monthly revenue incentive
- ❖ The total revenue incentive is capped at \$120 a month:
 - This cap is not applicable to the higher skill applications
 - Goals are adjusted accordingly
- ❖ Points per transaction will be processed and credited based on Table 1
 - Refunded or canceled transactions will have a negative impact on the total point tally for the month
- ❖ The total revenue incentive for a given month will be paid at the rate set out in Table 3 below and calculated based on the following criteria:
 - Total Points earned (see Table 1)
 - Total Hours serviced
 - Hourly Goals (see Table 2)
 - ✓ Hourly Goals are determined by dividing the total points earned for each product/service sold by the Total Hours serviced)
 - ✓ If all hourly goals are met, then incentive qualifies for 100% of payout in Table 3 according to total points accumulated during the given month
 - ✓ If any of the hourly goals are not met, then incentive qualifies for 75% of payout in Table 2 according to total points accumulated during the given month

Table 1 - Transaction/Points

| Transaction | Point Value |
|----------------|-------------|
| Basic 12 | 1 |
| Basic 24 | 2 |
| Basic 36 | 3 |
| Basic 60 | 4 |
| Exchanges Cnf | 2 |
| Exchanges Dep | 0 |
| Exchanges Req | 0 |
| Gold 12 | 1 |
| Gold 24 | 2 |
| Gold 36 | 3 |
| Gold 60 | 4 |
| Insurance Exch | 0.5 |
| Insurance Rent | 0.5 |
| Rentals Cnf | 4 |
| Short Stay Cnf | 2 |
| Platinum 12 | 1 |
| Platinum 24 | 2 |
| Platinum 36 | 3 |

Table 2 - Hourly Goals

| | Exchange |
|----------------|----------|
| Basic/Hour | 0.13 |
| Gld+Plt/Hour | 0.05 |
| Exchanges/Hour | 0.12 |
| Rental/Hour | 0.01 |

Table 3 - Base Incentive Pay Scale

| Points | Exchange | |
|-----------|------------|-------------|
| | 75% Payout | 100% Payout |
| 0 - 24 | \$ - | \$ - |
| 25 - 49 | \$ 15 | \$ 20 |
| 50 - 99 | \$ 30 | \$ 40 |
| 100 - 149 | \$ 60 | \$ 80 |
| 150 + | \$ 90 | \$ 120 |

C. Service Hours (hours of operation might vary slightly to adjust to Client/Market requirements)

- i. **Monday-Friday** **9 AM –11 PM EST.**
- ii. **Saturday and Sunday** **10 AM –8 PM EST.**

D. SOW Information

- i. The Independent Business Owners and/or Client Support Professional will be required to select a **minimum of 15 hours per week with 3 of those hours to be serviced Sunday and/or Saturday.**

E. Quick Post Schedule

The hours for this client are typically posted on Mondays at 5:30 PM EST.

F. Service Level Requirements

Independent Business Owners and/or Client Support Professional will be expected to adhere to the following Service level requirements:

| Service Level Requirements | |
|---|---------------|
| Commitment Adherence (Schedule Release Ratio) | > = 90% |
| Sales Revenue: | |
| Basic / Hour | > = 0.13 |
| Gld+Plt / Hour | > = 0.05 |
| Exchanges / Hour | > = 0.12 |
| Rental (Getaways)/ Hour | > = 0.01 |
| Quality | > = 90% |
| Average Talk Time | < 420 seconds |
| AUX | < = 5% |
| Priority Commitment | 100% |

**Failure to meet one or more of the Service Level Requirements by any Independent Business Owners and/or Client Support Professional shall be deemed to be a failure to perform and may subject this SOW to immediate termination by the Company and/or the revocation or suspension of such assigned Independent Business Owners and/or Client Support Professional certifications by the Company.*

Service Level Requirements may be modified by the Company from time to time upon notice to the Independent Business Owner and/or Client Support Professional

Proficiency Requirements

i. **Exchange Skill 1:**

- a. By the end of the 90 day initial service period, referred to as “nesting period”, the Independent Business Owners and/or Client Support Professional servicing Skill 1 should:
 - i. Have accumulated at least a total of 180 hours of service for the nesting period (60 hrs/month)
 - ii. Have achieved a 85% attainment on the revenue per hour objective (they are expected to start the new month, # 4, at least at 85% and keep it MTD)
 - iii. Have achieved a 85% score on all call monitoring scores (they are expected to achieve at least 85% on each QA score starting month # 4, or MTD on their QA results)

- b. After completion of the nesting or extension period and attainment of all 3 requirements outlined on (a), the Independent Business Owners and/or Client Support Professional will be certified and moved to Exchange Skill 2, Skill 5 or Skill 19. Independent Business Owner and/or Client Support Professional with more than than 90 days of service will not be allowed to remain on Exchange Skill 1 unless one of the circumstances outlined on (d) applies to them.
- c. Independent Business Owners and/or Client Support Professionals that fail to achieve all of the requirements indicated on (a) at the end of the nesting or extension period will have their certification to service Exchange Skill 1 revoked.
- d. Independent Business Owners and/or Client Support Professionals that fail to achieve any of the requirements indicated on (a) at the end of the nesting period, could be subject to one of two possible outcomes:
 - i. If the Independent Business Owners and/or Client Support Professional performance is on an improvement trend, they could be considered for a 30 day extension to achieve those goals.
 - a) If the Independent Business Owners and/or Client Support Professional reach all targets by the end of the 30 day extension period, the Independent Business Owners and/or Client Support Professional will be moved to the status described on “b”.
 - b) If the Independent Business Owners and/or Client Support Professional fails to reach all targets by the end of the 30 day extension period, the Independent Business Owners and/or Client Support Professional will be moved to the status described on “c”
 - ii. If the Independent Business Owner and/or Client Support Professionals performance does not merit an extension, the Independent Business Owners and/or Client Support Professional will be moved to the status described on “C”

IV. Education Details:

A. Total Cost of Course: \$219 – **This is a deferred payment opportunity.**

- i. **Pre-Enrollment: \$149** to be paid by credit card or voucher via the Arise portal within 24 hours of Independent Business Owners and/or Client Support Professional being client qualified. Participation in opportunity is not guaranteed until this initial payment has been received.
- ii. **Post Certification: \$70.** \$14 to be deducted from the Independent Business Owners and/or Client Support Professional invoice on the 22nd of each month for 5 consecutive months until the remaining balance of the course price has been liquidated.

Please note: Vouchers cannot be applied towards the deferred payment portion of an opportunity.

B. Education Schedule:

- i. Daily Webcast Sessions: 3/19/12 through 4/13/12
- ii. Education Time Available: 10AM-2PM EDT
- iii. Pre Work: Will be advised via email prior to start of course. **This course does NOT have an Arise University portion.**
- iv. Self Paced Hours: 40 hours of self paced work
- v. Certification Dates: 4/10/2012 through 4/11/2012
- vi. Login Party: 4/13/2012

C. Client Education Requirements:

To be eligible for certification in this application the Independent Business Owners and/or Client Support Professional will need to:

1. Successfully complete a Basic Knowledge Exam with a minimum passing score of 90%.
2. Average 90% for the first three exams.
3. Receive an average or better score on a call simulation. You will be evaluated based on the Interval International's Quality Standards and Expectations on the following items:
 - ✓ AS400 Navigation Skills
 - ✓ Phone techniques based on Essential Skills
 - ✓ Interpersonal communication skills
 - ✓ Client Knowledge

A. Education Course Attendance Policy:

No certification course absences will be permitted. If the Client Support Professional misses a day of the certification course, then they will be required to re-take the entire course again in order to obtain certification. No credit or refund shall be issued to any Independent Business Owner whose Client Support Professional must retake the course. The Independent Business Owner will be responsible for payment of the second certification course.

If the Client Support Professional is more than 15 minutes late to a scheduled course meeting they will be marked as tardy. Being tardy twice will equal one absence and the Client Support Professional shall be removed from the course. The tardy Client Support Professional may re-take the entire course again in order to obtain certification. No credit or refund shall be issued to any Independent Business Owner whose Client Support Professional must retake the course. The Client Support Professional will be responsible for payment of the second certification course.

B. Refund Policy:

The following schedule applies for all cancellations:

- ❖ No refund requests will be honored after the Client Support Professional has "ENROLLED" in a certification course. Once enrolled, fees paid cannot be transferred between opportunities for sponsorship of another Client Support Professional affiliated with the same Independent Business. All Independent Business Owners should be aware and conscious of their obligations before one of their affiliated Client Support Professionals enrolls in an application Certification.
- ❖ No refunds will be given if the Client Support Professional is not able to complete certification or fails to certify.

C. Cancellation Policy:

Arise reserves the right to cancel any certification course for any reason at any time. For courses cancelled for insufficient enrollment, all certification fees shall be refunded to the Independent Business Owner. In the event of weather emergencies, or other corresponding emergencies, every effort will be made to re-schedule the course meeting.

D. Misrepresentation Policy:

There is an expectation that Client Support Professional enrolled in a Client Certification Course will attend as scheduled, perform their own work on all assignments and take exams with honor, integrity and professionalism. Arise has a "zero tolerance" for misrepresentation and unethical behavior. Misrepresentation includes but is not limited to (1) someone other than the Client Support Professional attending a Certification Course on behalf of the Independent Business Owner, (2) publishing in any manner, whether written or oral, course work, assignments, projects, exam questions or results, and (3) the performance or submission of assignments or exams that is not the work of the Client Support Professional. The decision as to whether a

Client Support Professional has engaged in misrepresentation is at the sole discretion of Arise. Upon determination of misrepresentation, Arise shall immediately expel the Client Support Professional from the Client Certification Course and terminate any and all SOWs between Arise and the Independent Business Owner services under. Any acts of misrepresentation are deemed grounds for permanent removal from the Arise network.

Lonni Cubas
Specialist, Strategic Enrollment