

Do's & Don'ts

Call Ethics

1. Do follow the script as it is. Do not change the words at all.
2. Do follow the Rebuttals as a guideline. (You may add the additional parts to develop the relationship or to make the prospect's belief stronger)
3. make the prospect's belief stronger)
4. Do update the appropriate status of calls/conversation in dialer, so that the numbers would not be repeated.
5. Do let the prospect finish first before you talk as we are using VOIP phones, so usually there's a 3 second delay.
6. Do talk with confidence, command and authority.
7. Do all your follow-up calls on time instead of making the prospect waiting for the call. Do use positive statements and avoid using the negative statements and questions. Do not beg or request
8. Do not read the Initials for the prospect if the initials are mentioned as the 'First Name'. (For Example, Any alphabets like G. Benson or K. Harrison)
9. Do not use Mr./ Mrs. with the first name of the Prospect. (Always use Mr./ Mrs. with the last name).
10. Do not give unnecessary pauses because it causes more hang-ups for you and 'lack of belief for the prospect.
11. Do not use Sir/Ma'am while addressing the prospect.
12. Do not false promise anything and avoid misrepresentation.
13. Do not take the prospect's 'First No' as a 'Final No'.
14. Do not irritate the prospect and. (Always be polite and courteous with the prospect)
15. Do not use the common telemarketing words. (For example, Lucky, Free, Won, Congratulation).

Floor Ethics

1. Do use English language only, when you are in the calling area. (*No native Language.*)
2. Do inform your Floor Supervisor in case of having troubles with your phone lines.
3. Do not swear or shout on the floor.
4. Do not smoke or bring any food and drinks on the floor.
5. Do inform the Floor Supervisor if you find your calling equipment missing or damaged.
6. Do not throw the wrappers, bags or any garbage on the floor.
7. Do not change your booth with out the permission of your supervisor.
8. Do not forget to log your P.C off while you're on break.
9. Do use your equipment with care. Your calling system is the money making machine for you.

Work Ethics

1. Do ask for help/ training from your Supervisor if you're having difficulties in booking or meeting your targets.
2. Do keep your personalized data of bookings and rejections.
3. Do set your personal daily/weekly goals and review them on daily basis.
4. Do make sure that you're learning/ improvising on daily basis.

Work Place Ethics

1. Do log in as you enter into the premises to record your attendance since the salary is paid according to the attendance.
2. Do inform your 'Floor Supervisor*' in case of being late or absent.
3. Do not use the phones for personal calls and to dial anywhere except the locations of our campaigns. Any non-business calls would be charged at the rate 0.30 cents/ minutes and the amount would be deducted from the employee's salary.
4. Do not use cell phones while during calling hours except in breaks.
5. Do take care of your personal belongings including Valets, Cell Phones, Bags, Caps... etc.
6. Do contact the management (Supervisor / TL) in case of any conflict or if you have questions and queries regarding the job, payments and the contract.