

MEMBER SUPPORT



TEAM MANUAL



ABOUT OUR TEAM

Being a team member of Hypnotic's Member Support Team means you are always willing to help anyone in need. You are able to put all personal Views aside to help others, always being kind and willing to help. You are challenged with specific Tasks that we all as a team will have to complete, your Team Leader @SOCI3TY#0404 will be making all the calls and choosing what part in a task you should be doing, you should be able to answer most questions asked and always give out the best advise you can give and giving tips out, The Hypnotic Members Support team is a strong part of the Hypnotic Community and will continue being a strong branch in keeping the community healthy!



OUR GOALS

- Be active as much as possible
- Always be willing to help
- Complete every task the best we can
- Try to keep the server as healthy as possible
- Answer every question the best you can (and not just say idk and not answer, be professional about it)
- Do your part the best you can (when completing a task or helping everyone/anyone)
- Stay as professional as possible (depending on how you do can effect your role/position)
- Always strive for the best for the server and the members within the server
- Try your best to make sure this server stays family friendly and is known as a family friendly server
- All should moderate but remind the members politely if they broke rules for their first time



THINGS TO DO

Your leader will assign you tasks to do, make sure to:

- Help members when they need it
- Finish your part in a task before asking the Leader about more tasks
- Always do your best in any situation
- Do not just say you don't know how to help and leave
- Go to other Support Members for questions before going to the leader



TASK: DM NEW MEMBERS

Your leader ask you to welcome new members, what you'll do is to ping the cnew members in #general saying welcome, also to dm them the following message:

Hi, [your name] here with Hypnotic Support team, Thank you for joining Hypnotic Music Network. If you ever have any questions on how to do things in the server or you just need someone to talk to about personal things or drama, you can always Dm any member of the support team (or to me!). We are always here to help, have a nice day!

You can also have some small talks with them, just act normally!



EXPECTATIONS

HOW ACTIVE YOU SHOULD BE

All Members part of the Support team should be active as much as possible, at least be active for 1 hour a day (Certain occasions will vary)

HOW TO BE PROMOTED

- Being active for the required amount consistently
- Being kind and taking care of everything professionally
- Finishing all Tasks assigned in a good amount of time and good attitude

If you have a good performance, Soci3ty will talk to the server owner about promoting you to a mod (Only one person will be promoted to mod every week, for details please read the staff promotion chart)

