



RONALD'S GROUP

Customer Service Onboarding

1. Introduction

Hey there and welcome aboard! We're super excited to have you join the **Customer Service** team. Your role might be "intern", but your impact is real. You're helping people, keeping things running smooth, and representing our brand.

Here's everything you need to know to get started.

2. What's Your Job?

You're here to **help**. That means:

- Answering tickets, emails, and chats in a **friendly, professional** way.
- **Following** our procedures.
- **Escalating** stuff when it's **above your level** or **outside your scope**.
- Staying **updated** on **policy, changes**, or **anything the team needs to know**.

You're not alone — we've got your back. Ask questions. Teamwork is key.

3. Don't Jump In Uninvited

You can't reply to a conversation you didn't claim unless **you're doing a follow-up** on a conversation you **already worked on**, or **the original operator** has clearly gone **inactive**.

If you're unsure, ask. You can always join the ticket & leave **internal notes** in the conversation (*those are private between operators*) if you have **helpful context** or need to **tag someone**.

Supervisors can **transfer** a conversation to you if needed — but otherwise, hands off. **No ticket stealing**.

4. Intern Essentials

- Be **human**, not a robot. Be **kind**. Be **clear**. **Don't** write essays. Just **get to the point**, respectfully.
- **Never** ignore a ticket — if you don't know the answer, **say so** and **escalate**.
- **Don't** argue — it **never** ends well.
- **Don't** go AFK without **telling someone**. **Unassign** your tickets and **notify** the team.
- **Don't** leak information. **No** IPs, **no** names, **no** screenshots outside the team.
- **Don't** act like you know everything. It's alright to say *"let me check on that"*.

5. What You *Can* Do

- Join ongoing chats you're already part of.
 - Leave internal notes or context to help others.
 - Ask teammates or leads for help.
 - Escalate anything serious.
 - Take over tickets *if* the original operator is clearly inactive.
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6. What You *Can't* Do

- Jump into tickets that aren't yours just because you're bored.
 - Share any customer's information outside the platform.
 - Joke around with serious reports.
 - Use slang like "lol", "idk", "bruh", "lmao", etc.
 - Talk trash about other people.
 - Let a ticket sit forever without any reply.
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7. Final Check

Just be **respectful**. We're a **fun** team, but we take this role **seriously** because our community **counts on us**.

You've **got** this. If you mess up, **own it** and **move on** — **that's how you learn**. We're **glad** to have you here.

Make sure you've read the full **Customer Service Handbook** — it's your best friend here.