



How to Begin a Reading

- Give your greeting then say your name and extension clearly.
- The Standard IHP greeting will be, "Thank you for calling I Heart Psychics this is <Psychic Alias>, extension <Extension Number>. May I please have your first name and birthday?"
- Ask their name and other info like their birthday if you require it. (At this time you may ask for any other information that you need to conduct a reading)

As a best practice, please ask Customers for their first name ONLY when the call is initiated. When asked for last names or just a Customer name without specifying the first name only, Customer's will assume that we are recording their data. We want to maintain the privacy of our Customers and ensure that they feel comfortable and secure using our service.

- Ask them what their question is or what area they would like you to look in to.
- If you require some form of validation from the caller you can ask in the beginning of the reading, so that you will get feedback from the Customer throughout.
- Pay close attention to the tone of your voice. Confidence is very important.
- Do not be judgmental.
- Empathize with the Customer.
- Keep the process simple. Answer the Customer's questions and keep control of the reading.
- Keep your connection with the Customer and be present. Give them your undivided attention.
- Thank them when the reading is complete.

Giving the Customer Your Reading Style Up Front:

If you are a question based Psychic, please let the Customer know when you begin the reading. If you prefer general readings, please ask the Customer what area they would like you to look at, love and relationship, career path and finance, life path, etc. It would also be advisable and helpful to put your reading style in your profile so that Customers and the IHP Customer Care department can utilize the information during Psychic selection. This will maximize your time and not waste the Customer's time by trying to figure out what is facing them.