



Our Mission Statement and Impact

"To create the premier platform and network of spiritual advisors to help the world reach their full potential."

How This Mission Statement Applies to Customer Care and Our Psychic Advisors:

Our mission is clearly stated and very clear in its intent. Our goal here at IHP is to help our Customers reach their full potential by providing them with clarity to their questions about their past, present, and future situations. To that end, each customer care specialist will need to keep this goal in mind at all times.

It can be a frustrating and stressful job to deal with callers who are upset, over-stressed, impatient, and going through emotional upheaval. In Customer Care, we have the responsibility to these Customers to get them the things they need from our Psychic line that will allow them to hang up their phones feeling hopeful, helped, and empowered.

In order to provide this level of care to our Customers, each Customer Service Specialist will have to be a person who believes in our company mission and also has a genuine desire to help their callers in any way they are able to while adhering to company policy and procedures. A person who has a passion for helping others is a person we want on our team.

Your voice could potentially be the first introduction our customer has to our services. It is essential that you take satisfaction from helping others and take pride in doing your job with excellence.

It is important to note that anytime any person (we employee, or contract with at IHP) is dealing with a customer, then that company representative becomes, by default, a customer care specialist.