

IMPORTANT INFORMATION

1. Please note that we can only approve maximum **60 hours** per agent per week. No exception can be made to this rule.
2. We do not have answer from TracFone about Bonus for the month of June once we receive an answer we will provide you with this information. Usually this bonus is calculated at the end of the month for all agents in all the call centers so we are not sure that we will be entitled to it since we will be working until June 28th.
3. Transportation will be free during the month of June for the ones using our Bus running on the Western Highway. This is effective Monday June 5th so deductions for it will not be applied in the weekly payments made on June 18, 25th and July 2nd.
4. Your termination letter will be void if you are relocated to any of our other campaigns before June 28th. This is just a transfer from one campaign to another one. The employment conditions remain the same meaning your hiring date and hourly rate. An upgrade in the hourly rate may be applicable depending on the campaign. If your hourly rate is above the one set for the campaign then you will keep your current rate.
5. Please note that our recruitment policy has been changed and re-applicants may be considered only after ONE YEAR of leaving the company. Previous performance and employment record will be taken into consideration. This policy applies as well for any employee that during this transition has been offered a position at the company and decides to leave.
6. If you are interested in applying for any of our positions available please sign up with Keith Alarcon. Check if you meet the requirements listed below. If you are preselected by us you will be scheduled to go for interview with the client in Belize City. Positions listed below are available for ALL our existing employees and any new applicants.
7. Our other clients are evaluating the following skills: Enthusiastic Personality, Great conversational skills, Good reading, pronunciation and typing, Neutral or Little Accent.
8. This is a brief description of what we do for other clients and the number of agents we have been requested during June:

Insurance: We help customers to fill their claims to be submitted to the Insurance companies when an accident happens. We process the customer's insurance payments. We assist customers who needs translation service to ensure the claim is properly documented. Schedule MON-FRI 7am-4pm, 10am-7pm, 5am-2pm, 12-9pm. **5 Agents needed.**

Online Pharmacy: We provide quotation of medicines and we process the order. Customers send their prescription and the info regarding payment. Schedules MON-FRI 7am-5pm SAT 8am-1pm. **10 Agents needed.**

Medical Solutions: Customers go to our client website interested in getting medical supplies and treatments regarding diabetes, walking aids, braces, electrotherapy, etc. We call them to complete the order and verify that the insurance company cover the price. Schedule 7am-4pm MON-FRI. **5 Agents needed**

Research: We call customers to do surveys about different topics such mostly trending news. Topics are changed constantly. Schedule 1pm-10pm MON-THU. FRI OFF for all and one weekend day OFF. Operation hours during weekend days are 7am-7pm. **30 Agents needed**

American Telemarketing Services: We send a technician to help customers who lost their keys, need a duplicate, open car/residential doors, etc. Schedules 5am-2pm, 7-4pm, 2pm-11pm, 4pm-1am. TWO DAYS OFF . **15 Agents needed..**

Back Office: Data capture. Read and gather specific info to enter in a database. No calls. Just reading and typing. PM Shift mainly. **30 Agents needed.**

9. If you have any question please do not hesitate to text me: Nubia Ramirez 610-0151. I will call you back or text you once I am available.