

My name is (Your Full Name) and I understand that if I'm hired for this position, there are a number of things that I will be held accountable for. First, I fully understand that I must always be on time for my scheduled shift. If I'm going to be late for any reason, I should call before my shift begins as a simple courtesy to my employer. The same holds true if I'm sick. I understand that my employer has contracts with a number of major clients and that I must never be rude to any customer. In fact, the customers that I speak with are actually paying my wages, so I should never make any disparaging remarks. Even between phone calls.

I also understand that swearing is not tolerated and that I will be immediately terminated for swearing to, or at, or about a customer. To be really successful, I just need to read the scripts and responses with enthusiasm and follow all the proper call paths. I must never make up any information or mislead the customer in any way. Some clients will require that I read a billing statement a certain way and I shall do so. This way there will be no misunderstanding about the billing process for a product or service.

Many customers I call may be rude to me and some might even hang up on me. This is rejection and it is not personal. It is just a customer that missed out on an opportunity that may have benefited them. When this occurs, I will never be impolite and I will never hang up on a customer first.

Telemarketing and sales can offer a tremendous opportunity to many individuals, however not everyone will be 100% successful. My supervisors and trainers will work with me to help make me as successful as I want to be in this position.