

ETHICS, ETIQUETTE & PROCEDURES FOR CUSTOMER SERVICE SUCCESS

Our Commitment to you

1 Be courteous

Agents should always treat each caller with courtesy. Ask how they prefer to be addressed, make every attempt to pronounce their name correctly and use this name consistently. Talk with a smile, remain calm and speak clearly. Wait for the person to finish speaking before speaking. These simple tips will go a long way in interacting with the caller in a positive and professional manner.

2 Be professional

Agents should maintain a level of professionalism throughout the entire conversation. They are the face of the company, so they will have adequate training and will be monitored for adherence to quality standards. All conversations will be in line with corporate values and goals.

3 Be respectful

All customers will be treated with respect. Throughout each interaction, agents will remain calm, act rationally and treat the caller as if they were the most valued customer. Respect also involves understanding the caller's needs and making an effort to accommodate them. Agents will attempt to understand the causes of the customer's problem, realize how their problem affects their behaviour and respond with compassion.

4 Be honest

Agents will always be honest with their customers and with themselves. Agents will never lie, guess or make up an answer. If the customer's problem is beyond their competence level, the agent will politely explain that they will transfer the customer to an employee who can better address their needs.

5 Be trustworthy

Building trust is essential, not only for the interaction to progress smoothly, but also to build positive brand awareness for the company. Trust is based on ethical principles such as character and competence. It requires truthfulness, honesty, reliability, loyalty and integrity. In order to ensure our staff is trustworthy, we will monitor for their adherence to these character traits and the values of your company.

6 Be confident

Confidence is critical for any productive interaction. We will ensure that our staff is well trained, well managed and properly equipped to handle difficult situations. This will instill confidence, interactions will be more effective and the image of the company will be more positive.

ETHICS, ETIQUETTE & PROCEDURES FOR CUSTOMER SERVICE SUCCESS

7 Be competent

Agents must demonstrate a certain level of competence to adequately address the customer's needs. When the customer's demands are too high, they must refer them to someone with more experience who can effectively handle their issue or concern.

8 Be interested

Agents must take a genuine interest in the customer's question or concerns. This will make the process more enjoyable for both the agent and the caller. Call center work can be very monotonous. Agents should keep it fresh by taking a genuine interest in each caller's unique situation, asking personal questions and attempting to make a quick connection.

9 Be neutral

Agents should not offer opinions or introduce their own biases into the conversation. They should always take a neutral stance on issues, but empathize with the caller's needs. Taking a neutral stance will allow agents to more effectively solve problems in an efficient manner.

10 Be flexible

Agents should anticipate the unexpected and be prepared to change course when necessary. Sometimes pertinent information will be obtained that can change the course of the problem solving efforts. Agents will be flexible, welcome the change and keep the customer informed of the reasons for the change.

Providing quality service to each customer will be a priority of every call. When all agents adhere to etiquette guidelines, we will gain an image of trustworthiness, honesty and effectiveness. This positive brand awareness is critical to our company's success.

Here is how the field can help

1. Decide the importance of the matter.
Email nzsupport@youngevity.com expect a response in 24hours.
 - a. If it is complicated or detailed
 - b. Products
 - c. Delivery
 - d. Auto ship that needs a change before 48 hours
 - e. Mistakes on new enrollees within 5 business days

ETHICS, ETIQUETTE & PROCEDURES FOR CUSTOMER SERVICE SUCCESS

2. Escalations can be sent to Email teamleadnzaust@youngevity.com
3. Placements that can be moved with in the 60 days can be done in your back office, please call customer service if you are unsure how to do this.
4. Moving orders to qualify can only be approved by the person who paid for the order. You are required to either get written permission from the customer or put it on your credit card.
5. How back Orders are to be handled moving forward
 - a. BO will be taken offline till we execute if it is in the warehouse or not.
 - b. If we find we have orders with a BO, customer service will call the distributor and offer a choice to change or remove the item
 - c. If a order is taken by a Social Seller we expect you to call your customer and offer the same choice.
6. Anything urgent we recommend you call Customer Service
7. Only by all these attempts do you then cc dracy@youngevity.com and your One Star upline.

We appreciate you, you make a difference, you are our number one customer and priority.

We are committed to you!

“Customer Service is not a department it is everyone’s job”