

Customer Care Program Announcement



Welcome to an Incredible Independent Contractor Opportunity!

Through Great VirtualWorks, you will promote people's health and well-being by servicing Great Healthworks customers.

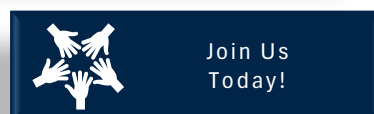
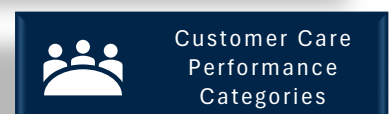
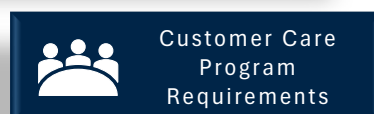
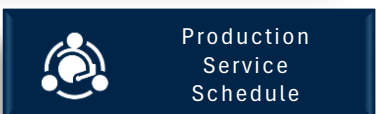
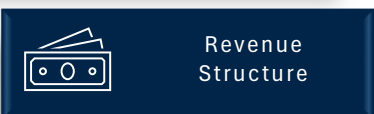
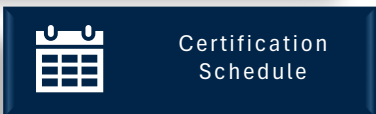
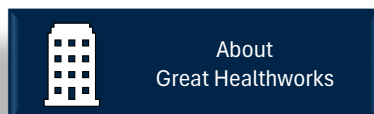
If you are passionate about helping others be their absolute best, you may be the perfect fit to embrace this independent contractor opportunity.

In this document, you'll learn:

- What the opportunity is
- Details about the company
- What it takes to be successful
- About Great HealthWorks flagship product

PLEASE SELECT the **menu options below** to review the details of each topic.

To return to this main page, **SELECT** the home  button anytime.



Why Become an Independent Contractor With Us?



- You'll support a health and wellness **company two decades strong, Great Healthworks.**
- Enjoy the freedom that comes from servicing accounts **100% remotely.**
- Kickstart your independent contractor career with our **world-class certification** and ongoing support.
- Become a member of our growing, energetic, and thriving **Contractor Community.**

- **Bi - Weekly payment** and the flexibility to service our account at your convenience.
- Earn points by completing tasks and redeeming them for an extra incentive.
- Engage in various activities to connect with our brand, other independent contractors, and your Leadership Support team.
- We offer a monthly incentive program for high performers

- We have contractors that have provided ongoing services for over 9 + years!

Join our mission, "We Care," and help customers realize the maximum health benefits of our products.



The Company



In 2003, Founder Ken Meares realized the importance of self-care and, with remarkable vision, the needs of millions of future aging baby boomers. He found the benefits of the New Zealand green-lipped mussel oil for joint health and mobility, created the OmegaXL brand, and formed Great HealthWorks, Inc.

In 2023, Ken invited GHW's long-time Chief Financial Officer, Andrew LaBarbera, to take the CEO reins and lead the company into the next twenty years of success.

GHW is headquartered in sunny South Florida's Fort Lauderdale area, U.S.A., where it houses primary business functions, including manufacturing and bottling.

Over the years, GHW has expanded its product catalog and reach. Now, over 300 independent contractors service our customer accounts 24/7 worldwide.

Join our global Independent Contractor Community, where we can succeed together.



What is Customer Care?

In this role, you'll handle a variety of customer calls related to subscriptions for all GHW wellness products. Your responsibilities will include, but are not limited to:

- Customer Service- Assisting customers with general product and subscription inquiries.
- Retention- Addressing concerns and cancellations requests with the goal to retain by providing tailored solutions to meet individual customer needs.
- Sales- Building product value and education to show customers how products will serve their needs.

If you're committed to delivering exceptional customer experiences and making a difference in our customer's wellness journey in a dynamic virtual environment, we'd love to hear from you!




OmegaXL[®] – OVER 20,000+ FIVE STAR REVIEWS*




Sessions and Schedules




Pre-session assignments Schedule:

Length


Certification Schedule:

Length	Time	Break
	9:00 am – 3:30 pm EST	12:00 pm – 1:00 pm EST

Virtual Side by Side (VSBS) Schedule:

Length	Time	Break
	9:00 am – 3:30 pm EST	12:00 pm – 12:30 pm EST



Certification Revenue Structure

Certification	Revenue
First 3 weeks of Certification	\$3 per hour
VSBS	Revenue
Final 2 weeks of Certification	\$6 per hour

VSBS Revenue is subject to deductions if Independent Contractor misses a day of VSBS, logs in late or logs out early.



Certification Requirements

Attendance requirements: GVW's third party clients require all Independent Contractors (IC) to complete and pass a certification course for the selected client program. The IC is strongly encouraged to attend, participate, and complete each day of the course certifying that the IC can meet GVW's client requirements.

- **Absences:** The IC is only allowed two absences during certification and VSBS; any additional absences will result in immediate removal from the certification and termination of contract.
 - In the event a course day is missed, it is expected that the IC will complete all assigned materials (pre-session assessments, self-paced modules, and assessments) and review the recording sent via email for the day missed.
- **Assignment Completion:** All pre/post work assignments, self-paced modules and assessments must be completed prior to the next day of the course for the selected certification.
- **Communications:** If the IC misses one course day, a communication is sent directly from the IC to support@greatvirtualworks.com and their facilitator via email to ensure attendance is tracked accordingly. Failure on the part of the IC to send a communication may result in immediate removal from the certification.
- **Technical Requirements:** Technical requirements for Contractor's computer system, Internet connection, and other equipment that are found on **GVW's website at <https://greatvirtualworks.com/become-an-agent/tech-req/>**, GVW may update requirements at any time and from time to time.



Join Us!



Schedule and Revenue Once in Production

Customer Care Schedule:

Weekly Service Schedule	Time
Monday - Friday	8:00 am – 6:30 pm EST
Saturday	8:00 am – 3:00 pm EST

Service Revenue:

Monday - Saturday
\$6.00 per interval (30 min increments)
\$12.00 per hour

Monthly Incentive Requirements:

- An incentive program is available for high performance. (Please see the attached document named "Customer Care incentive Structure" in the original email)



Customer Care Program Requirements

- Test and exams = 80% minimum to pass
- Navigate several systems, while simultaneously speaking to the customer, verify, and update account information as needed
- Use of a secondary PC monitor is highly recommended for this program
- USB Wired Headset and Hardwired internet connection (ethernet)
- Utilize your superior soft skills—such as rapport-building, active listening, effective questioning, empathy, and outstanding sales abilities—to deliver extraordinary customer service and solutions that comply with company policies and procedures
- Ability to analyze, evaluate and resolve customer issues in a timely and effective manner
- Build product value to show the customer how the products will serve their needs
- Assist customers with subscription reactivations, including the collection of new forms of payments
- Cross-sell existing customers on client products helping to increase sales and drive growth
- Stay current on products, promotions, policies, and procedures by utilizing all channels of communication and resources available.
- Handle all other customer needs to create an excellent customer experience
- Speak, read, spell-back alphabetically, write and type clearly and fluently in English and/or Spanish.



Customer Care Program Requirements (Cont.)

Must meet the below Performance Service Requirements (This is an example on the current SOW and is subject to change).

Performance Category	Target Percentage
Average Talk Time	720 Seconds
QA	≥90%
Critical Behaviors (QA section)	≥90%
Schedule Adherence	≥90%
Refused Calls %	≤3%
Real Time Saves	≥33%
Validation Accuracy	≥95%
Customer Care Rate	≥45%
Customer Care Rate (Other GHW Products)	≥35%
Minimum Weekly Service Hours	20 or more hours
Monday Service Hour Minimum	5 or more hours
Tuesday Service Hour Minimum	3 or more hours
Saturday Service Hour Minimum	1 or more hours
Chat Schedule Adherence (logged in while Servicing)	100%
Logged into and monitoring alerts on Great LearningWorks University while Servicing	100%
Logged into and monitoring performance alerts on Playvox while Servicing	100%

Great performers can increase their revenue!



For help visit our web help

<https://cavinolpty.com/help/>

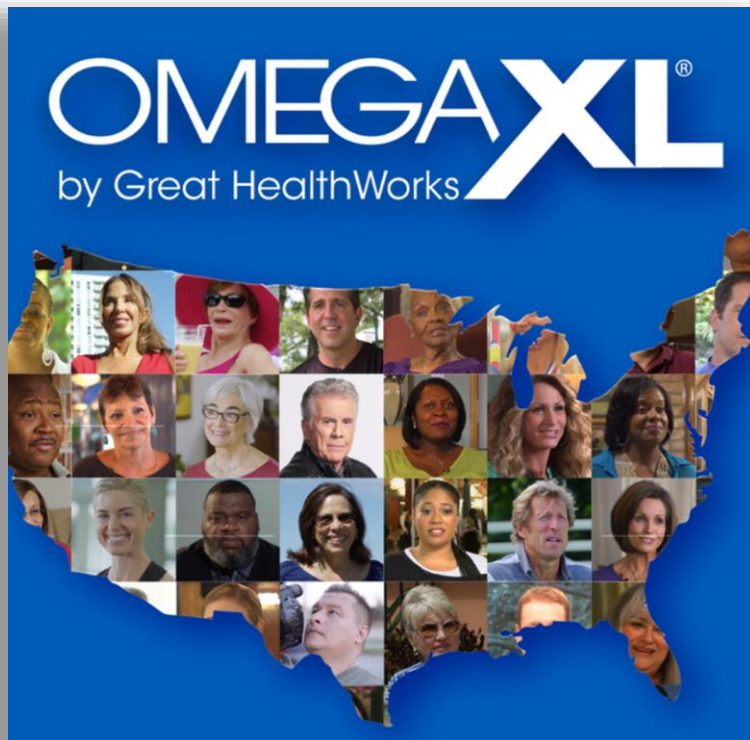
To Learn More About GHW

<https://www.greathealthworks.com/>

Welcome to Our Independent Contractor Community!

Our mission is simple: We Care!

We aim to make meaningful differences in people's lives by improving their health. Why? Because we know Great –Health –Works!



Delivering Health and Wellness Since 2003

