



121 Tarot Readings
Positive Guidance for Positive Change

Tarot Operators Manual

Be part of the team

www.121tarotreadings.com

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Welcome

Welcome to 121TarotReadings.com and thank you for your interest!

By receiving this manual you have shown an interest in becoming a Freelance Telephone Tarot Operator with us. This is a fantastic opportunity for you to make a healthy income from the comfort of your own home.

121TarotReadings.com is a well-established and reputable company that has been providing Tarot Line services since the 1990's. This manual contains all that you need to know to be a successful Tarot Line Operator. It is important that you read and understand all parts of this manual before completing your application form to become an operator.

YOU MUST BE OVER 18 TO WORK ON OUR SERVICES.

To show you our confidence in our business, we make the following promises to you:

We **guarantee** no hidden costs. You will never have to pay a penny to join.

We **guarantee** there are no minimum working hours. You simply log on as and when you want for however long you want

We **guarantee** that we will not disclose any of your information to anyone, your number is never advertised and it is kept 100% confidential.

This makes us the number one choice when it comes to providing earning opportunities for our operators.

What is a Self Employed Telephone Operator?

A Self Employed Telephone Operator is a great way to earn some extra money as well as providing a service from the comfort of your own home. You can log on to take calls at the times you want for however long you want. When logged onto the system you are responsible for answering the calls to the callers and providing the callers the services offered.

In order to work for us you must have the following:

- A landline number of which you can use to receive calls.
- Over 18 years of age.
- At least 1 years' experience as a Tarot Card Reader.
- A current account or PayPal account of which we can use to pay you.
- Internet Connection.

By signing up with 121tarotreadings.com, you agree that you will work on an Ad-Hoc / Casual Basis and are paid for the minutes you have spent talking to the caller, you are also agreeing that you are not an employee of the company nor do you have the rights to Sick Pay, Holiday Pay or Pension Rights. You are responsible for your own Tax and National Insurance payments.

For more information about being self-employed, please visit:
<http://www.hmrc.gov.uk/selfemployed/register-selfemp.html>

When filling out the application form, please take the time to read it and make sure it has your correct information, any fields with missing / wrong information could cause delays in your application process.

Pay Information

Unlike many other companies in our field, 121TarotReadings.com offer competitive rates that get paid straight into your bank or PayPal account on a weekly basis.

Our pay week starts on a Monday at 9.00am and finishes on the following Monday at 08.59am. You are paid a week in arrears for the work you have done.

We process payroll on a Monday* and your earnings should be with you by Wednesday*.

*please note that these days are subject to bank holidays.

Payment Options:

Direct Bank Transfer:

We can pay your earnings directly into your bank account.

Please note that this account **MUST BE A CURRENT ACCOUNT**. If you prefer we pay you into a savings account please provide us with the Reference number along with the Account number and Sort Code (you may have to ring your bank to get the reference number).

PayPal:

We are also able to pay directly into your PayPal account. If you have not set up a PayPal account but prefer this payment method please visit <https://www.paypal.co.uk/uk> to set one up, ensuring you pay attention to their fees. This is a quick and simple process and means we can pay you simply by using an email address.

The Rates of Pay:

The pay rates are calculated as follows:

All calls lasting up to 12 minutes = 10p per minute

All calls lasting between 12 & 16 minutes = 15p per minute

All calls lasting 16 minutes and above = 25p per minute

You are paid per call for the minutes you talk to the callers at the rates listed above. You will receive a weekly email that gives you a summary of your total earnings for that week. You can check your earnings during the week by visiting: <https://portal.tarot-jobs.com>.

How the System Works

Below is a quick guide on how 121tarotreadings.com works.

Please remember that you must have a Landline telephone with no voicemail in order to receive calls. Agents with voicemail found on their phones during operational hours will be suspended from the lines.

Once we have received your completed application form you are issued an AGENT CODE and a SECURITY CODE. These codes are what you use to log onto the system. Your 'Agent Code' is your unique personal identification number that you can give to callers who wish to speak to you again. Your security code is your password for logging onto the system.

Your First Time Logging on:

The logging on system is very easy to use.

When you call 0161 686 1256 to log on to our system, you will be prompted to enter your agent code followed by your security code. Once you have done this the system will recognise that you are a new agent and prompt you to record your greeting messages for the groups you have chosen; if you have chosen more than one category to be entered into, you can keep the message the same or cater them for the specific groups.

You will only have to record a message for each group once; don't worry, you're able to change it at a later date.

If you are stuck for what to say in your greeting message, please go to page 10 in the 'Training Zone'.

What Our Callers Hear:

The caller is put through to their chosen agent via an automated system; this means that the caller has control of what reader they choose. We have listed below, an example of what the caller hears.

Having called our service the caller will be given three choices:

1. They will be asked if they want to browse the operator greetings that are available and online now.
2. Talk to their favourite or regular operator: They will be asked to key in their regular operator's Agent Code;
3. Be connected to the first available operator.

Either most callers want to talk to their favourite, regular operator, or they want to browse the personal greetings of the operators who are online. Your voice and greeting message play an important part in the decision that the caller makes. If you would like more information, please go to page 10 in the Training Zone.

Taking Calls:

While you are logged on to our system, you have a responsibility to answer the calls coming through to you. When you are logged on your phone will ring if a caller selects you, you will know what type of call the caller wants as you will hear a whisper prompt that will play when you answer the phone. For example you may pick up and hear 'Tarot call' this indicates the caller expects a Tarot Card Reading.

You must try to answer every call put through to you from our system. Ensure to give the caller your agent code so they can talk to you again.

Logging Off:

It is important that when you do not wish to take any more calls, that you log off the system. So if you decide to take a break or go out you **MUST** log off first. If you do not log off calls will continue to be put through to you when you are not there, and this can lead to unsatisfied customers.

When you log out of the system for the first time, you will be prompted to record an Offline greeting message. This is the message that callers, who have entered your agent code to specifically talk to you, will hear when you are not logged onto the system and are not available. We suggest a short message to let the caller know when you will next be logged on. Ensure that the date & time that you give will be accurate, as this will enable you to keep regular callers.

PLEASE NOTE: A customer has the option to end the call at any time and choose someone else to talk to. Sometimes the caller may be shy or may change their mind about talking to you right after they hear your voice. Do not take offence if someone disconnects. Just wait for the next call. Everyone has different tastes and there will be other callers who will love speaking to you.



Rules and Regulations

How Our Services are Regulated:

The premium rate numbers we offer are regulated by PhonePayPlus, the independent committee responsible for regulating all premium rate phone services. It is a non-profit making organisation financed by the industry.

In line with PhonepayPlus regulations and legal requirements, all calls are recorded and may be monitored.

As a Telephone Operator you must adhere to the set standards which are contained in this manual.

The guidelines we set for you come directly from those set for us by PhonePayPlus. It is in your own interest as an operator to follow the guidelines outlined below, as failure to do so could result in the termination of your contract.

Remember that:

- PhonePayPlus has a ZERO tolerance attitude towards breaches of the guidelines it sets.
- By breaching these guidelines you may not only jeopardise your own position as a Tarot Card Reader, but it also affects the company as a whole.
- Guidelines are NOT OPTIONAL. So please strictly keep them in mind at all times.

You will find that once you have these guidelines in mind they will become second nature to you but keep the manual to hand just in case!

Please see overleaf the PhonepayPlus Code of Conduct

PhonePayPlus Code of Conduct

PHONEPAYPLUS CODE OF CONDUCT

All Tarot-Line operators must be over 18 years of age.

Operators must actively discourage callers from seeking or giving out surnames, places of work, addresses or telephone numbers, or arranging or attempting to arrange any meeting while connected to the service.

Operators must use all reasonable endeavours to prevent persons under the age of 18 years of age from taking part in any live conversations.

If an operator has any reasonable grounds to suspect that, the caller is under 18 years of age the following procedure must be adopted:

- Ask the caller their age and date of birth
- Ask the caller any such questions which the operator thinks appropriate
- If the caller hesitates in responding, the replies are inconsistent or the operator is still not satisfied, then the caller should be regarded as being under the age of 18 and the call should be terminated.

If a caller has been connected to the live service for a significant amount of time without speaking, he/she must be prompted to speak, and if he/she does not speak, he/she must be disconnected.

The operator must take reasonable steps to identify and cut off calls made without the permission of the person who pays the telephone bill.

- Any caller who appears to be using the Live Service excessively, either by making a large number of calls or one or more very long calls, should be warned by the operator of the potential cost of the call(s).
- A caller who having received such a warning, stays on line, should be asked whether they are responsible for paying the telephone bill or have permission to use the telephone line. If there is any reason for the operator to doubt the truth of the response, then they should terminate the call.

On rare occasions, callers may want to talk about illegal activities. Under no circumstances are you to engage in such conversations. These include drug abuse, bestiality, underage sex and rape. You should also end the conversation immediately if the caller becomes abusive. In such cases never enter into an argument. Simply inform the caller that such conversations are not allowed and that if he persists you will terminate the call.

If you are not comfortable with the call or the caller is abusive then inform the caller that you are terminating the call and immediately inform your Supervisor. If at any time you are not sure of anything and need guidance just contact your Supervisor. They are there especially to help you. All calls are recorded in line with the PhonePayPlus requirements and at all times Supervisors and Monitors can see how many operators are logged onto the system and how many are on calls. The Supervisors and Monitors will at times listen in to calls for training and security purposes.

If a caller has a major problem and is in need of help remember that you are not a trained professional counsellor so refrain from giving advice, but encourage them to seek professional advice as soon as possible.

The Training Zone

Here at 121TarotReadings.com we want you to be the best you can. This training zone is equipped with advice on how you can be our number1 agent.

Your Introduction Message:

The introduction message is vital to the success of any operator. The difference between a good and bad introduction message is huge! Your voice and choice of words are the tools you have at your disposal to attract the incoming callers. This section will outline all the qualities you will need in creating the best possible introduction message.

Before you set out to record your introduction, ensure that you are in the best possible environment and frame of mind. Below are a few tips to help:

- Ensure you are comfortable
- Are in a quiet surrounding that has no external noise or background music
- Make sure you are nice and relaxed
- Prepared material will help ensure you are confident about the content
- Practice what you are going to do a few times before you actually record it for the first time

When recording your greeting there are also a few things to think about in order to make sure that your message appeals to as many callers as possible.

- Start talking straight away! Have impact! Remember to look at the tone you are using, the first few seconds of a greeting can be the most important for callers when selecting who they want to have a reading with, any silence may hinder your chances.
- Sound confident and clear, recording your intro when you're focused and alert help with this. No one wants to hear a distracted or muffled reader.
- List your Skills. Now no one likes to blow their own trumpet but callers like to know what your experience is like. Our research has found that a 15/20 seconds long intro seems to be the perfect length.

Examples of Introduction messages:

Tarot and Clairvoyant:

"Hello, my name is Lucy and I am an experienced tarot card reader and clairvoyant, I am available now to give you a reading ..."

Tarot and Psychic:

"Hi, my name is Charlie and I have over 20 years' experience as a psychic and tarot card reader. If you want an accurate and precise reading, advice on life, love and any general issue you might have, call now and see what awaits you!"

Tarot and Medium:

"Hello, my name is Megan and I am experienced medium and tarot card reader; I have been offering advice and guidance for a number of years and can assist you in any area. Call now and see what the future has in store for you."

When should you Log In?

121TarotReadings.com is in operation 24 hours a day, 7 days a week so there is plenty of opportunity to earn! Your availability plays a big part here, the more your logged on the more chance you have of building up regular callers.

It is essential that when you log onto the system you be in the right mood and mindset. Through our research, we have found that if you log on when you are relaxed, focused and rested you are far more likely to have longer hold times and generate more regulars from your calls.

We know that the idea of structuring your day may seem like an effort not worth taking, particularly when the flexibility of this job may be the main appeal, but trust us it does help. By blocking out parts of your day you allow yourself to mentally prepare for when you are due to take calls. It can also give you a guide as to when you can fit work around your daily life.

How to get repeat callers:

At the end of each call, tell the caller how much you have enjoyed talking to them and inform them of your agent code should they wish to speak to you again. Tell the caller the next time you will be online, this helps you build a rapport with the caller.

How to have a successful call:

Our callers do not call purely for a good quality reading, but they want spiritual guidance and answers to their questions and problems. To ensure great customer experience and hopefully repeat business use the following tips;

- Always ask the customers' Name and Date of Birth; from this, you can work out their star sign. You can create a personable experience by using their name throughout the call.
- Ask the customer what they would like you to look into e.g.: general, love/relationships, health, career etc.;
- Try not to sound detached or bored. Remember that the customer cannot see you, they are going by the tone of your voice and the words you use so be conscious of these.
- Tell the customer what cards you use and the relevance to their query. E.g. The Celtic Cross is an in depth reading as it uses the Minor Arcana as well as the Major Arcana: Describe the cards to the customers, it adds to the mystique.
- Tell the customer what cards you have turned, interpreting the cards one by one, not only makes your call longer, but gives the customer a more detailed explanation to their problems when you connect them.
- Ask the customer probing questions to engage them in the reading i.e. are you happy in your Relationship? Be careful of how you say this, you're meant to be giving them the reading not the other way around.
- If something is unclear during the reading and the customer can't relate to what you have seen in the cards, suggest another spread with that particular question in mind to get the answers needed; this will show the customer that you are thorough and professional.
- Be gentle when breaking bad news. Some customers can be easily offended or upset; they might get paranoid and react badly.

- Make notes on each of your regular callers i.e.

Name: _____ DOB: _____
 Star Sign: _____ Married/Single/Engaged/Divorced

Partners Name: _____ DOB: _____
 Star Sign: _____

Children: YES / NO How Many: Ages:/...../...../.....

Notes on past readings:

This information could be recorded on a card / in a notebook of which you keep for you regular callers. This will enable you to quickly retrieve information on a caller and refresh your memory. The caller will feel that you are genuinely interested in them and not having to repeat everything repeatedly.

Remember good customer experience = Repeat Callers = Longer Calls = ££££££££

How to handle difficult callers:

From time to time, you may encounter a call that may be abusive or wishes to talk about illegal content, this is not a normal occurrence but you need to be aware of how to deal with a call like this if one presents itself to you.

First **do not argue back!** Try your best to cool the situation down and do your best to diffuse the moment. Empathy is a good trick here so tell the caller you are sorry and suggest if they were unhappy maybe, they would prefer to choose another agent.

If this doesn't work and the caller is still abusive you may kindly inform them that you are ending the call and then you may hang up.

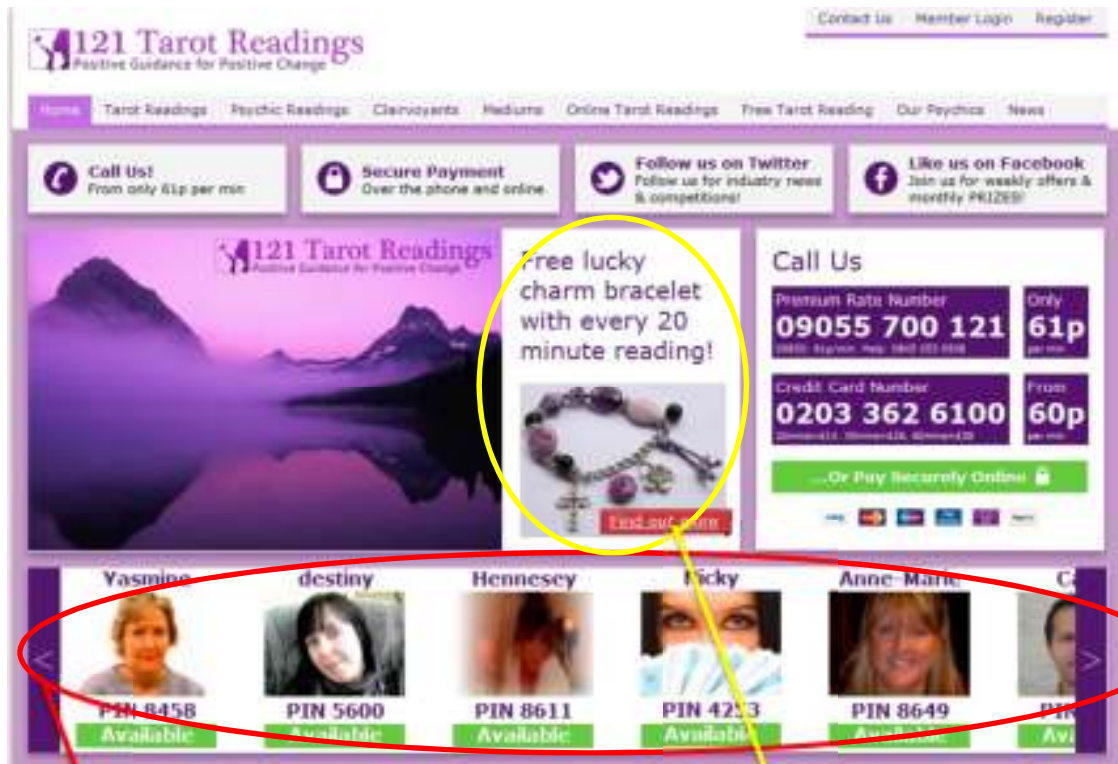
Once you have hung up please make a note of the date and time of the call and inform the office immediately on 0203 362 3012.

It is important that you do not take this personally. The caller is not having a go at you, although it may appear that way sometimes.

If you should receive a call that appears to be silent, give the caller a reasonable amount of time to say something. If that is unsuccessful, ask the caller two questions and if, after those two questions, you receive no answer you must end the call immediately.

Our Website

Here at 121TarotReadings.com we have various methods to advertise our services including Social Media, Press and our very own website. Upon signing up with us, you will have the chance to create your very own web profile. Having your own profile on 121TarotReadings.com is a great way of advertising yourself and showing callers what your skills are and when you are available. Please contact the office for more information about setting up your web profile.

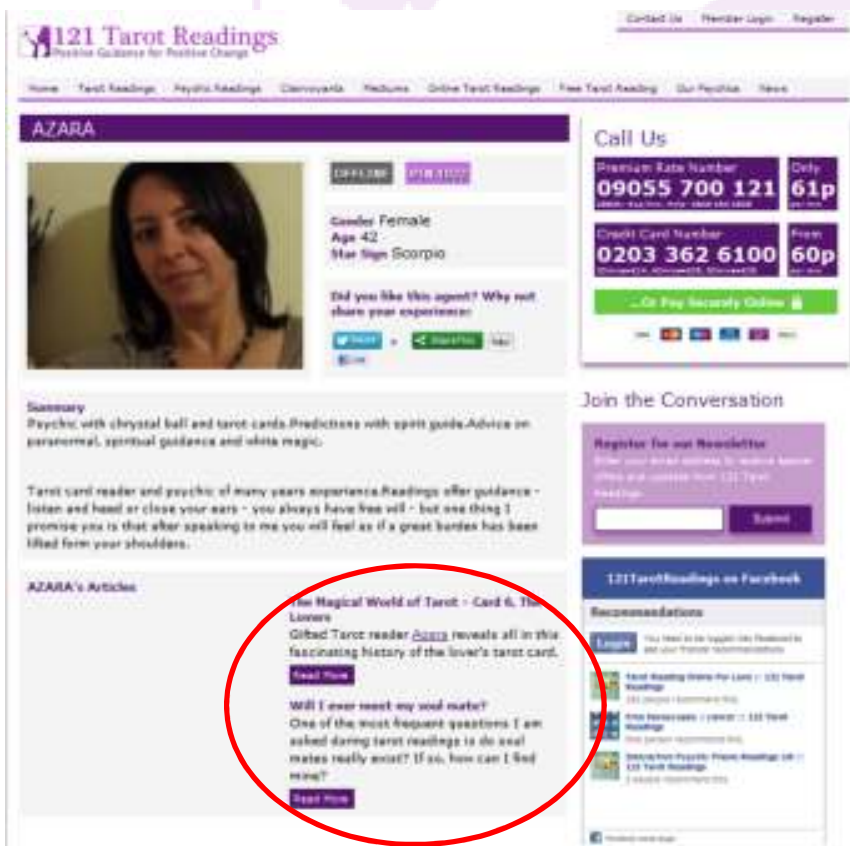


This is the Home Page of 121TarotReadings.com. When you are online you will appear as available on the carousel. This is where the majority of potential callers choose who they want to speak to as this is the most visible place for them to see if you are online. If you have opted to enter other groups, (Clairvoyant, Mediums and Psychics) you will appear in this carousel on the specified pages.

This is where we display any promotions we have going on. please make sure you regularly check the website and the voicemail system to ensure you are up to date with the latest offers.



When you sign up with 121TarotReadings.com, we give you the opportunity to write featured articles for both your profile and our website. The articles written will be featured on the home page of the website.

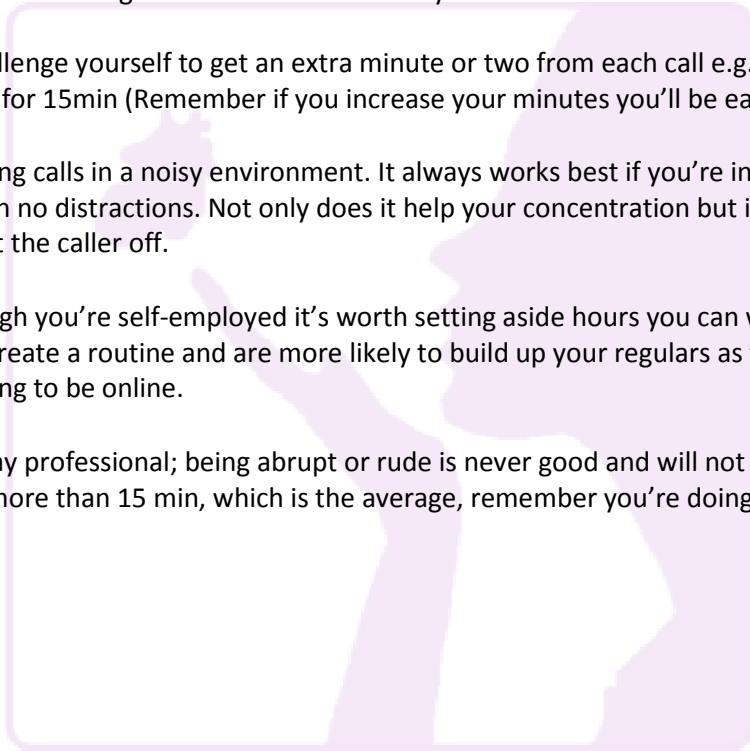


Any article written for 121tarotreadings.com by an agent, will be added to their profile and be searchable through Google. We also link to the articles through our Facebook and Twitter pages.

Callers may choose to read your articles and you could potentially generate more calls through them.

Hints, Tips and Advice.

- Don't be discouraged if a caller hangs up on you and remember there's always someone else wanting to speak to you.
- Put yourself at ease and relax before taking calls; this always works.
- If working long periods of time e.g. 8pm to 1am try taking short breaks in-between.
- Remember there are always callers online so you won't miss out. Also ensure you log off every time you take a break.
- Try to stay enthusiastic when taking calls; this will show and create a much better atmosphere and longer calls for the caller and yourself.
- Try to challenge yourself to get an extra minute or two from each call e.g. if a call is 10min try to aim for 15min (Remember if you increase your minutes you'll be earning more).
- Avoid taking calls in a noisy environment. It always works best if you're in a quiet area of the house with no distractions. Not only does it help your concentration but it also ensures you do not put the caller off.
- Even though you're self-employed it's worth setting aside hours you can work regularly this way you create a routine and are more likely to build up your regulars as they know when you're going to be online.
- Always stay professional; being abrupt or rude is never good and will not be accepted. If a call lasts more than 15 min, which is the average, remember you're doing something right.



FAQ's

What are the busiest times to log on?

121TarotReadings.com is a 24hr service. Callers call at different times of the day or night on different days. No two days are ever the same, however, callers will get used to the times you are logged on and wait for you, and you will eventually start to create your own busy times with calls from your regular callers.

I'm moving, do you need my new address?

If you are moving, whether it is temporary or permanent, please update your details with the office. This is so we can keep you updated with any changes made to the service.

I've changed my bank details, how do I change them with you?

There are various ways you can change your bank details with us.

- You can email your details along with your agent code and security code to info@tarot-jobs.com
- You can call the office on 0844 993 9312 and change them over the phone with a member of staff
- You can simply log on to <https://portal.tarot-jobs.com> and change your bank details using the 'update agent detail' tab found in the top right hand corner.

My landline number has changed, should I tell you?

If your landline number has changed, you should inform the office immediately, if your number changes and you are still logging on, you will not be able to receive any calls. The number we have on file is the number you will receive calls on.

I need to keep track of how much I have earned, how can I do this?

We know that writing down your minutes and working out the pay can be tricky, so we have a special computer here that does all that hard work for you.

To view your earning statistics please visit <https://portal.tarot-jobs.com>, log in using your agent and security code and click 'view agent statistics' which you will find in the top right corner.

I want to change something on my profile, help?

If you would like something changing on your profile, please contact us on info@tarot-jobs.com with what you want changing and we will do the rest.

If you haven't found the question or answer you were looking for in this manual, please contact us.

Contact Information

**Number to call to log on and off:
0161 686 1256**

**If you are unsure of anything or if you need assistance
please contact us on:**

0203 362 3012

(Support team available 9am – 5.30pm Monday – Friday)

0161 285 1281

(Out of Hours Support)

Email: info@tarot-jobs.com

My Agent Code:/...../...../.....

My Security Code:/...../...../.....

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