

# Tarot Readers Manual



BE A PART OF  
OUR TEAM

[WWW.TAROT-JOBS.COM](http://WWW.TAROT-JOBS.COM)

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## **1. WELCOME TO THE COMPANY**

Thank you for your interest in becoming a FREELANCE TAROT OPERATOR. We are a well-established and reputable company that has been providing chat-line services since 1990. This manual contains all that you need to know to be a successful Tarot operator. It is important that you read, and understand all parts of this manual before completing the short induction process to become an operator. You must be over 18 to work on any of our services

## **2. SELF EMPLOYED STATUS**

The job which you have applied for is a Freelance Tarot Operator, working from your own home. You will work on an ad-hoc casual basis. You will be paid a rate for the actual minutes you have spent speaking to the callers.

As a freelance tarot operator you are not an employee of the Company, and are not entitled to sick pay, holiday or pension rights. By signing up with us you confirm you are responsible for your own personal tax and national insurance payments.

Whatever your experience as a tarot operator you will receive full training and support from our experienced support team.

## **3. PAY INFORMATION**

### **3.1 Weekly Pay**

You will be paid on a weekly basis. The week starts on a Monday at 9:00 am and finishes on the following Monday at 8:59am.

### **3.2 Direct in to your bank account**

We can pay your weekly earnings direct into your bank account which will be received by the following Wednesday (subject to bank holidays). Just fill in your bank details on your Tarot Operators Application / Disclaimer form. It MUST be a current account. This is our preferred method.

### **3.3 PayPal Payments**

We are able to pay you directly into your PayPal account, If you do not have one please visit <https://www.paypal.co.uk/uk> to set one up.

### **3.4 Your earnings**

You will be paid per call for the minutes you talk to the callers at the rates listed below. You will receive a weekly email giving you a summary of your total earnings and a link to view your stats online. You will need your Agent Code and Security Code to log onto this system. You will be able to view, download and print your statistics for your chosen pay period.

**No payments will be made to any operator earning less than £10.**

**The rates are calculated as follows:**

**All calls** up to 12 minutes will be paid at 10p per minute.

**All calls** between 12 & 16 minutes will be paid at 15p per minute.

**All calls** 16 minutes and above will be paid at 25p per minute

## 4. INFORMATION AND REQUIREMENTS

You will be responsible for entertaining these callers on a one-to-one basis

### 4.1 The Tarot line

The Tarot Line is in operation 24 hours a day, 7 days a week, so there is plenty of opportunity for you to earn as much money as possible. The longer you make yourself available to take calls, the more callers you are able to speak to and the more money you can earn.

### 4.2 Requirements

You will need a landline telephone, **NO MOBILES** can be used.

If you have an answer machine this **MUST** be disabled along with any answer service you may have from your network supplier;

E.G. BT Call Minder

BT Answer 1571

Telewest Voicemail

## 5. THE SYSTEM

When you have returned the application form and signed the PHONEPAYPLUS. Code of Conduct, you will be called by our support team and allocated your own Agent Code and Pin Number.

### 5.1 Logging On and Off

When you are available to work you should log onto the system by dialling 0161 686 1256 and by entering your Agent Code and Pin Number when requested.

Logging on to the system is quick and easy. The system is automated and by following the step by step instructions, you can log on and off in no time. When you have successfully logged on, you are then available for our callers to speak to you on a one-to-one basis.

5.2 When you have entered your Agent Code and Pin number you will be asked if you:

- Want to Log on and take calls.
- Listen to your Voicemail. (These are messages left to you by your support team)
- Record your Personal Greeting.

### 5.3 Voicemail

At least once a day it is advisable to check your voicemail messages. These are messages left for you by your Supervisor or Support Team.

### 5.4 Recording your Personal Greeting

Your Personal Greeting is what the caller will listen to when they are choosing which operator they would like to talk to. After they have heard your greeting they will be asked whether they would like a one-to-one conversation with you or whether they would like to move onto the next operator's greeting. It is therefore in your interest to make sure that your greeting is as appealing as possible to the caller. The better your personal greeting the more callers you will have.

If you have not recorded a Personal Greeting the system will prompt you to record one. If you have already recorded a Personal Greeting you will be asked if you want to re-record this or if you wish to keep your old greeting. We suggest no longer than 20 seconds for your greeting, though it is up to you.

When you have recorded your greeting you will be given the option of keeping it, or if you are not happy with it, re-record it.

### **Examples of Greetings:**

*"Hi, my name's Samantha an experienced tarot reader and clairvoyant, I'm available now to give you a reading..."*

*"Hi this is Carrie, I can offer readings and advice on life, love, finance or any general issue you may wish to discuss. Come over and see what the cards have in store for you"*

*"Hello there, it's Christopher, a psychic medium and tarot reader; I have been reading the cards for a number of years and can assist you in any area."*

### **5.5 When you are Logged On**

Please be ready and available to take calls once you have successfully logged on, The callers want your full attention. If they feel you are distracted in any way they may get fed up and put the phone down. No one wants to speak to a distracted agent. Try to keep background noise to a minimum;

e.g. No Barking Dogs

TV on Low

Mobile on silent

No Kids in the background.

### **5.6 Answer the calls promptly.**

You will have 12 seconds to answer the call before it is passed to another operator. The callers, having seen our advertisement either in the press, in magazines or on TV will call our Tarot services for a live one-to-one chat.

### **5.7 What Our Callers Hear**

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

They will be asked if they want to:

- Browse the operator's greetings that are available online now,
- Talk to their favourite /regular operator; if so they will be asked to key in their regular operator's Agent Code
- Be connected to the first available operator.

Most of the time, the callers either want to talk to their favourite / regular operator or they want to browse the Personal Greetings of the operators who are online. So as you can see, it is important to make your Personal Greeting as interesting as possible and also to build up as many regular callers as you can.

### **5.8 How to Get Regulars**

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

### **5.9 Logging Off.**

When you have finished taking calls for the day or night (or if you want a break) you **MUST** log off. To log off please call 0161 686 1256. You may wish to record an offline intro. This is the message callers will hear if they key in your agent code, but you are offline.

## 6. CREATING YOUR WEB PROFILE

You **MUST** create a web profile with us upon signing up.

Creating a web profile is a great way to advertise yourself and can potentially result in you receiving more calls and equally more money.

**You only need to visit this site to set up your web profile, you do not log into the system from here.**

Visit our website at : [www.121tarotreadings.com](http://www.121tarotreadings.com)

- Click on the 'Become a Reader' tab at the top of the page and scroll to the bottom of the page.
- Click the 'click here' button
- Enter your personal email address and follow instructions and press 'next'
- It will then ask you to enter your first and last names. **(These should be your real names).**
- Where it says 'profile name' is where you can choose an alias that you would like to be called **(please make sure this collates with your phone intro message).**
- In the 'Summary' box please list what techniques you use i.e:  
Clairvoyant, Psychic, Medium, Tarot Card Reader, Angel Cards, Crystals, Astrology etc.
- In the 'Experience' box please tell us little bit about you i.e.  
How long you have been doing it and what you specialise in. (For example: Love, Finance, Health, Life etc.) Try to make it similar to your telephone greeting message.
- Fill out the rest of the form as usual.

***Please note that you are also required to upload a FACE picture of yourself.***

***An Example of a web profile:***

**Summary:** *I am a Tarot Card Reader, Clairvoyant and Medium. I specialise in Love and Finance*

**Experience:** *Hi I'm Mystic Example, I have been a Tarot Card Reader, Clairvoyant and Medium for over 20 years and I am able to help you in any troubling situations you may be having at present with my precise and in-depth readings.*

## **7. CODE OF CONDUCT**

Read carefully and understand the PhonePayPlus Code of Conduct below:

### **PHONEPAYPLUS. CODE OF CONDUCT**

All Chat-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 and
- 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.

## **8. CONTACT US**

**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:*

**0844 993 9312**

**(Office Support 9AM – 5.30PM MON - FRI)**

**0161 285 1281**

**(Out of Hours Support)**

**Email: [Info@tarot-jobs.com](mailto:Info@tarot-jobs.com)**

**Your Agent Code: .....**

**Your Security Code: .....**