

**MMM MARKETING LLC.**

**ORIENTATION PACKET**

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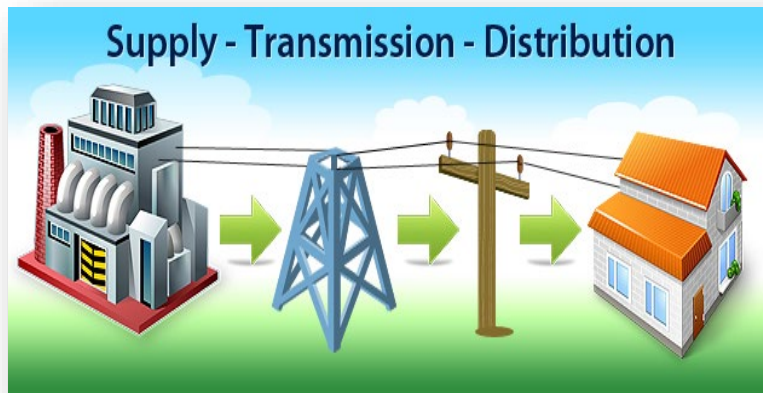
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## **ENERGY DEREGULATION**

What most people do not know, is that utility companies are privately owned. They are regulated by a government agency usually known as the Public Utility Commission, but this doesn't negate the fact that they are going to make as much of a profit as they can. What is even worse is that we all need electric to survive, so this isn't a service that we can easily go without. Each area has one provider, we are forced to pay whatever the price they set for us if we want to use these services. This is also known as a Monopoly. The government in attempt to alleviate the financial strain on customers passed the energy deregulation law. What this law means is that now people have the option to pick who their energy supplier is.

What most people also do not know is that the utility companies do not own or produce energy in the first place. Utility companies buy energy from generation plants then turn around and sell it to you. Now, with energy deregulation you can tell the utility company where you want them to get your energy from and how much you want to pay for it.

The utility energy services are broken up into three different categories, supply, transmission, and delivery. Delivery is the energy getting from the utility company to your home via lines and pipes, transmission is it getting from the generation plant into the lines and pipes that go to your home and supply is how much energy the generation plant is producing for your home. Now, the deregulation law did not create new utility companies, to do that we could have to dig up more of the earth to place gas lines and set up more poles for electric lines which would take up way too much space and cost way too much money. Energy deregulation took place by allowing customers to choose where they receive their supply from. The generation/ supply portion of the bill can be changed by picking a supplier. Out of the three portions of the bill (delivery, transmission, supply) the supply makes up 2/3 of the bill. This cost is what the generation plant sells energy to the utility company for.



## **PRODUCT KNOWLEDGE**

We have many different programs available for customers. Your manager will tell you which ones we are focusing on at the time. Everything you learn about the program you are campaigning will help you get registrations easier.

### **Green Energy**

90% of the programs we provide are green energy. What this means is that it is created in ways that have a less damaging effect on the planet such as windmill power, solar power, and hydro power. Gas can never be generated in a way that can do less harm however our programs will offset the harm done to the environment by generating greener electric if you're registered for a green gas program or find other ways to offset the damage done by doing more ecofriendly things.

## **CUSTOMER INCENTIVES**

Customers are also often offered incentives for choosing a supply program. These incentives usually include gift cards of up to \$200. Customers can also be rewarded with merchandise, raffles, free L.E.D bulbs and air filters for their home.

Rates- When a customer picks a supplier that supplier controls the “rate”. The rate is the price per unit of energy the customer will pay. Their total supply cost will be the rate x how many units they used. There are three different types of rates:

1) Fixed – a rate that will stay the same over a certain length of time usually a minimum of 6 months and as long as 5 years. This means that the rate per unit of electric will stay the same, it does not mean that their bill will be the same! They will use a different amount of energy every month. Their charges will be fixed rate x how many units of energy they used. A fixed rate saves money because the supplier can prepay for electric for a certain amount of time to ensure that the price will remain the same. So, if the market price goes up on electric, people who have a fixed rate do not have to worry because their bills will not.

2) Variable – a rate that changes from month to month based on market conditions. The utility company always uses a variable rate... meaning the customer will never know what rate to expect for the next month. This does not sound like something we would want to offer a customer; however, the utility can only buy energy from the market/ generation plant every 3 months. Whatever the price is for energy quarterly is what the utility must pay for it. A supplier can purchase energy at any minute of the day meaning that when prices drop to their lowest the supplier can purchase it and in turn sell it to the customer for cheaper.

3) Introductory - An intro rate starts off at a certain rate and in 1 to 3 months changes to a variable or fixed. It usually results in big customer savings during the intro period.

## UNDERSTANDING ENERGY BILLS

All utilities bills are basically constructed the same. Each energy bill has the customer's name and address along with account number, usage history and summary of charges. Information on this bill is used to determine if the customer qualifies for any of our programs and to register them if so. Another thing located on a customer's energy bill is a message from the PUCO regarding energy deregulation laws.

Most programs require their customers to use an average of 3000 kwh per year and 300 ccfs of gas per year. Along with a usage requirement, customers also may not be able to have any current

government programs on the bill such as PIPP, PCAP and HEAP.

**Messages about Energy Deregulation**

**Service Address:**  
**JANE SMITH**  
**123 MAIN ST**  
**ANY CITY, OH 43999-9999**  
**Account #123-456-789-0-1**

**Customer Info**

**Line Item Charges:**

Previous Charges	
Total Amount Due At Last Billing	\$ 59.31
Payment 05/04/18 - Thank You	-59.31
<b>Previous Balance Due</b>	<b>\$ .00*</b>
Current AEP Ohio Charges	
<b>Tariff 013 - Residential Service 05/17/18</b>	
<small>Service Delivery Identifier: 0000000000000000</small>	
Generation Service (Supply)	\$ 44.23
Transmission Service	17.76
Distribution Service	30.68
Customer Charge	8.40
Retail Stability Rider	1.15
Deferred Asset Phase-In Rider	1.72
Power Purchase Agreement Rider	.73
<b>Current Electric Charges</b>	<b>\$ 104.67*</b>
<b>Total Balance Due</b>	<b>\$ 104.67</b>
<small>*Charges make up the "Total Balance Due"</small>	

**Usage Details:**

↑Values reflect changes between current month and previous month.

Usage: ↑ 365 kWh

Avg. Daily Cost: ↑ \$1.81

Avg. Temperature: ↑ 18 °F

Total usage for the past 12 months: 8,498 kWh  
 Average (Avg.) monthly usage: 708 kWh

**Meter Read Details:**

Meter #999999999					
Previous	Type	Current	Type	Metered	Usage
167	Actual	914	Actual	747	747 kWh
Service Period 04/18 - 05/17					Multiplier 1
Next scheduled read date should be between Jun 15 and Jun 20.					

**Notes from AEP Ohio:**

**Price-to-Compare:** For tariff 013, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **\$0.059** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov).

**For Informational Purposes only:** The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit [aepohio.com/ItsYourPower](http://aepohio.com/ItsYourPower).

Renewable Programs: \$0.73  
 Energy Efficiency Programs: \$1.84  
 Peak Demand Reduction Programs: \$0.70

Due date does not apply to previous balance due.

Register for online services at [www.AEPOhio.com](http://www.AEPOhio.com). Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

**SDI Number** → (points to Service Delivery Identifier)

**Total Charges Due** → (points to Total Balance Due)

**Bar Graph Showing Average Monthly usage.** → (points to Usage bar graph)

**Average Monthly Usage** → (points to 708 kWh)

## COMPLETING A REGISTRATION

There are three steps to registering a customer for an energy program:

- \* **Step one is to Pitch the Customer;**
- \* **Step two is to Explain the Bill and Program;**
- \* **Step three is to Complete Verification Process;**

1. A **Pitch** is pre planned summary of what you will say to the customer. One in which will get the customer to feel like they should join the program. There are many ways to present the information provided and not all energy consultants will use the same way. After a while you will have a presentation all your own, however you

will still need a foundation to start with. Remember there is a code of conduct to abide by. When explaining the program to the customer we must make sure that we don't present any information that isn't truthful or misleading.

2. **Explaining the bill** as well as the pitch should be short sweet and to the point. Once a customer hands you their utility bill you want to point to the usage and tell them they use enough energy, check for assistance programs to make sure there aren't any and point out the messages that tells them what your there for. Fill them in on your particular program details, such as fixed rate of what per kwh, how many months its good for and any other incentives they will receive.

3. **Last step is verifying your order.** All suppliers need some type of proof/ verification that the customer wants the program you're registering them for. The proof needed to verify an account can be done by signature, text confirmation and or voice recorded verification performed by a third-party operator.

The next few pages will go over how to present this information in order to enroll a potential customer. Not only what to say but how to say it and how to use the tools you have.

## Generic Pitch

“Hi Sir, I'm here to do the follow up, to the messages sent on the utility bill. Energy deregulation law say if you use enough electric, you're supposed to have Price Protection. My job is to check the graph portion of your bill, to make sure you have it. I don't need to come inside; I'll wait right here.”

## Explaining the Bill

\*Take a few moments to glance at the bill and maybe makes some notes on it. \*

“Ok, great! I see that you are using enough energy to qualify for a price protection, but I don't see one or any other program on the bill, but we can fix it. These messages right here (point to messages) talking about energy deregulation and why I am here. They send this to you every month



on the bill and you haven't responded yet. What this means is that for the next \_\_\_ months/years your price per kwh/ccf cannot increase! I just have to call to let them know you do qualify to receive this."

## **Verifying the Order**

"Ok, so on this call they will verify your name and address to make sure I spoke with you today and went over the bill with you. After that they will ask you a few yes questions. 1) Do you understand I represent the program itself and not the utility. 2) Do you understand the utility is still responsible for everything the only thing this program does is regulates the supply to make sure the rate cannot increase. 4) Do you understand this program only last \_\_\_ months then you will have to renew it. 5) Do you understand the rate will be \_\_\_ for \_\_\_ months. 6) Do you understand not all charges on the bill will be affected by program, only the ones we discussed. 7) Last do you understand you must keep the utility for the next \_\_\_ months or will have to return credits.

They will also ask if the agent left your home because I'm not supposed to be in your home during the call we are supposed to be at the doorway.

Do you have any questions before I call it in?"

## **REBUTTALS**

It will not always be as simple as pitch and close. Often a customer will have a question or give you a reason they do not want to register. This is where your product knowledge and rebuttal skills will come into play. These skills are what makes the difference in a couple hundred a week to thousands a week, along with some other tactics that will be gone over later.

A rebuttal is used anytime there is an objection or no answer to your original opening. Next page are the steps to handling these objections along with some common objections.

## **HANDLING**

### **Step 1. Agree**

We agree by saying “I completely understand.” Whatever the customer's concern, or no is saying I completely understand will bring down their resistance and make them feel like you are genuinely concerned with how they feel.

### **Step 2. Turn Around**

We turn the conversation around by giving them a valid reason to register despite their concern.

### **Step 3. Recap and Close**

Go over another valued point as to why they should register and direct the focus back to getting the registration finished.

## **Common Objections On The Field:**

*“I don't have time.”*

**(Agree) “I completely understand your busy.”**

**(Turn around) “Actually, this will only take a few minutes.”**

**(Recap and close) “I just need to see the bill to make sure the price protection is on there. I don't need to come inside. I'll wait right here.”**

*“I can’t find the bill.”*

**(Agree)** **“I completely understand it may have been misplaced.”**

**(Turn around)** **Actually, it does not have to be the newest one anyone will do.**

**(Recap and close)** **We just need to follow up to the message and make sure the price protection is on the bill. I’ll wait right here.”**

*“I’m not showing you my information.”*

**(Agree)** **“I completely understand you want to protect your info.”**

**(Turn around)** **“Actually, there is nothing I can do with your bill besides register you for price protection if you don’t have it already. Your name and address are public record and I’m already here. The only other thing on your bill is the account number, the only thing I can do with that is pay the bill and I cannot even do that without other information.”**

**(Recap and Close)** **“There was a message on your bill that you didn’t follow up with, so I just need to check it to make sure the price protection is on there. Again, I don’t need to come inside. I will wait right here.”**

*“I’ve done this before.”*

**(Agree)** **“I completely understand you may have done something before.”**

**(Turn around)** **“I’m not sure what you guys have done; we are just following up to the messages on you bill. We need to make sure that the price protection is on there.”**

**(Recap and Close)** **“It only take 2 minutes; we have to check the graph on the bill. I don’t need to come inside. I’ll wait right here.”**

*“Are you from my utility?”*

**(Agree)** “**I understand your expecting a utility worker.**”

**(Turn Around)** “**Actually, I work with one of the authorized suppliers in your local utility area. My job is to follow up to the messages your utility placed on your bill regarding energy deregulation.**”

**(Recap and Close)** “**We need to make sure price protection is on your bill so that it no longer increases. I just need to check a copy of the bill. I don’t need to come inside. I can wait right here.**”

*“My spouse takes care of the bills.”*

**(Agree)** “**I understand, you’re not the account holder.**”

**(Turn around)** “**Actually, I’m just here to make sure the price protection has been placed on the bill.**”

**(Recap and Close)** “**I just need to see a new or old copy of the bill. I don’t need to come inside. I’ll wait right here.**”

**If they cannot find it ask them to call their spouse/ account holder**

## **Impulse Factors**

**Fear of Loss**: The Now-or-Never impulse. Fear of losing out. You want to use fear of loss on your trainees so that they understand that if they don’t learn the information, they won’t do well in the field and will lose out on this opportunity.

**How to use it**: “You have to learn to build rapport before I can teach you further into the pitch. If you don’t learn it, then the rest will not make sense. Let’s try again.”

**Sense of Urgency**: The “my time is as valuable as yours” impulse – managing time wisely. You want to use sense on urgency on your trainee so that they understand that managing their time and understanding that each day they have

limited time to maximize their skills. By getting good at sense of urgency, they will do well and be consistent in the field and won't lose out on their opportunity.

**How to use it:** “You have to learn to qualify quickly and know who to spend time with. If you don't learn this, then you will spend time with the wrong type of business and miss out on the next business who is able to order. So remember, your time is just as valuable as the DM you are speaking with. If they are not qualified, move on.”

**Jones Effect:** The “Everyone else has been successful with this system so if I follow their advice, I will be too” – Also can be used as “I don't want to be left out.” While training, verbalize that the areas you are focusing on for the day are areas all trainees must learn to be successful at our business. Verbalize the fact that those who do well are those who put in the extra effort of learning the skills and not being afraid to make mistakes. They are skills that helped them get further ahead and to set themselves apart from the rest.

**How to use it:** “Today we are working on overcoming objections. The only way I can see you getting good at the objections is by allowing you to overcome them and make your mistakes while I am here with you. The way Scott got ahead was he put himself in front of the DM's and never allowed himself to shy away from objections, he was willing to make mistakes with me and got really good at overcoming objections which helped him be successful when he went solo.”

**Indifference:** The “this is your opportunity. I am giving you the skills and time” impulse. You meet half-way, “I will give you the tools to be successful.” – Being a consultant. While training, the trainee needs to know we care about his success, just as much as s/he does. If he is applying all that we teach and train him to do to be successful, I will give my time.

**How to use it:** “I have explained to you why it is important to say the pitch verbatim. You are choosing not to stick to the pitch. You can continue to do it your way or do it as trained. Either way, you are determining how successful you will be once solo.”

# TRAINING MATERIAL

Know It's not all about what you say but how you say it! The pitch, close and rebuttals are good to but it's equally important how you present them. It's also important to know it will not always work. Statistics is also something we will be covering in the training material.

## S.W.S.W.S.W.N.

*Some Will, Some Won't, So What, Next...*

## A.B.C.

*Always Be Closing.*

## 10 TRAINING GUIDELINES

### (C.H.R.I.S B.A.A.G.E.)

1) **Confidence**- Assume the close and believe in yourself. If you do not believe in what you're saying how do you expect your customer to? Confidence is key to having a productive day.

2) **Handling Objections**- Make sure you know and use your steps to handling objection by agreeing, turn around, recap and close. Almost 90% of the customers you register will say no in some type of way at first... it's very important to be able to change those no answers into understanding.

3) **Repetition**- To clearly get your point across to customers it's important to repeat key words and hook lines. Drill in the customers head by letting them know what going on over and over. Always refer to messages on the bill. It makes the customer feel secure because you have proof of what you're saying. Also, its equally important to use repetition in your training. The more you repeat the steps, your pitch, and the training material the easier it will be for you to present the information. Soon with repetition it will become natural, just like remembering your favorite song.

4) **Improve**- You can only get better and you will learn something new every day! Remember there is always room to improve and things you can do better.

5) **Stress the buzz lines-** This is also a part of repetition. Make sure you stress the benefits to the customers or stress the lines that sound too good to resist such as, this is a free program!

6) **Body language-** Body language is probably one of the most important tools you can use. Your manager should go over this with you again and again! Humans are visual creatures. 80% of communication is non-verbal. Your body language can paint a picture much clearer and universal than your words ever could. When speaking to a customer make sure your feet are shoulder width apart, you're at an angle not facing your customer shoulder to shoulder and not rocking back and forth but have a firm stance. Standing straight in front of someone shoulder to shoulder is a sign of confrontation, control, or intimidation. That's why you always want to stand at an angle. Not rocking and fidgeting is a sign of confidence and the customer will trust you more. When you're speaking to the customer it's also equally important to point to the information on and in your binder as you're doing so. Seeing in believing and they will follow the conversation more easily.

7) **Appearance-** The first impression someone gets of you is in the first 10 seconds and is based entirely on how you look. There are people that do this type of work and hold similar positions that don't look up to par and these people are just creating a harder situation for themselves. Will they obtain registrations... probably however the customer will be less resistant and more trusting if you are neat, clean and in a proper uniform. Don't make the battle harder than it must be for yourself. First impressions anywhere are important.

8) **Adapt-** Every customer you will meet, people you work with, territory you go to and other factors in the day will be slightly different. Adapting to your territory people around you and even weather is extremely important. There is no such thing as a perfect day, always expect a curve ball. Adapting is when something is thrown at you and you learn to go with the flow. For instance, you may be given a territory to work that is mostly Spanish, you will need to find a way to work around that. Some ideas may be to learn a few words, use Google Translate or call a friend to help you translate. You may work with a manager one day who plans out territory differently than what you use to. You may go to an area to work that is the wrong utility; you could give up work that day or find a workable area close by. You may be in an area where everyone tells you they already had someone stop by, you

could adapt to this situation by changing your pitch ex. “some people stopped by to talk to you guys recently. We just want to make sure everything was done correctly, and the price protection appears on your bill and we can answer any questions you may have about it.”

**9) Good Attitude-** Attitude is extremely important. No one wants to be around negativity. Your customers can feel your vibe at the door as well as read facial expressions and body language. People have a hard time enough feeling inconvenienced at the door and they don't want to deal with that and a bad attitude. You're not going to be able to complete registrations if your mind is not focused and positive. People with negative attitudes do not try and they cannot give 100%. Workplace attitude can also set the tone for the day. We must deal with many different types of people daily. Some people will be sarcastic, rude, and disrespectful. We don't need to battle that in the office or in the crew van. Remember like attracts like.

**10) Efficiency and accuracy-** For your registrations to be payable and processible you must make sure every detail is correct. If a name is misspelled or address given wrong the customer's account will not be processed. Efficiency is also applied to working territory correctly and applying your skills and tools on the field.

## **10 Differences Between A Winner and A Loser**

**To help you and your team develop a winning mindset, here are ten differences between a winner and a loser:**

1. A winner makes mistakes and says, “I was wrong”. A loser says, “It wasn't my fault”.



2. A winner credits his good luck for winning even though it wasn't luck. A loser credits his bad luck for losing, but it wasn't luck.

3. A winner works harder than a loser and has more time. A loser is always 'too busy', too busy staying a failure.

4. A winner goes through a problem and a loser goes around it.

5. A winner shows he's sorry by making up for it. A loser says he's sorry, but he does the same thing next time.

6. A winner knows what to fight for and what to compromise on. A loser compromises on what he should not and fights for what isn't worth fighting for. Every day is a battle for life and it is very important that we are fighting for the right things and not wasting our time with trivia.

7. A winner says, "I'm good, but not as good as I ought to be". A loser says, "Well, I'm not as bad as a lot of other people". A winner looks up to where he is going. A loser looks down at those who've not yet achieved the position he has.

8. A winner respects those who are superior to him and tries to learn from them. A loser resents those who are superior to him and tries to find fault.

9. A winner is responsible for more than his job. A loser says, "I only work here".

10. A winner says, "There ought to be a better way of doing it". A loser says, "Why change it – that's the way it's always been done".

## **Sales Training Tip # 1: Get Serious**

Get serious! Decide to go all the way to the top of your field. Make a today decision to join the top 10%. There is no one and nothing that can hold you back from being the best except yourself.

## **Sales Training Tip # 2: What Is Holding You Back?**

Identify your limiting skill to sales success. Identify your weakest single skill and plan to become excellent in that area.

Ask yourself, and your boss, “What one skill, if I developed and did it consistently in an excellent fashion, would have the greatest positive impact on my sales?”

Whatever your answer to this question, write it down, set a deadline, plan, and then work on it every day.

## **Sales Training Tip # 3: Get Around the Right People**

Get around the right people. Get around positive, successful people. Associate with men and women who are going somewhere with their lives.

Get away from negative, critical, complaining people. Remember, you cannot fly with the eagles if you continue to scratch with the turkeys.

## **Sales Training Tip # 4: Take Care of Your Health**

Take excellent care of your physical health. You need high levels of energy to sell effectively, and to bounce back from continual rejection and discouragement. Be sure to eat the right foods, get the right amount of exercise and get plenty of rest and recreation.

## **Sales Training Tip # 5: Image Yourself at The Top**

Visualize yourself as one of the top people in your field. Imagine yourself performing at your best all day long. Feed your subconscious mind with sales education. Imagine vivid, exciting, emotionalized pictures of yourself as positive, confident, competent, and completely in control of every part of your life.

## **Sales Training Tip # 6: Practice Positive Self-Talk**

Practice positive self-talk continually. Control your inner dialogue. Talk to yourself the way you want to be rather than the way you might be today.

## **Sales Training Tip # 7: Take Positive Action Toward Your Goals**

Take positive action toward your goals, every single day. Be proactive rather than reactive. Grab the bull by the horns. If you are not happy with your income, get out there and get face to face with more customers.

All successful salespeople are intensely action oriented. They have a sense of urgency. They develop a bias for action. They do it now! They have a compulsion to closure. They maintain a fast tempo and move quickly in everything they do. These are some of the best sales practices a person can implement.

And the good news is this. The faster you move, the more energy you have, the more ground you cover, the more people you see. The more people you see, the more experience you get. The more experience you get, the more sales you make.

The faster you move, the more you take complete control of your entire life and virtually guarantee that you will be one of the top performers and the highest paid people in your field.

Salespeople are among the most important people in America. Every single company depends for its survival on the success of its salespeople. High sales are the number one reason for company success. Low sales are the number one reason for company failure.

# HOUSING AND TRANSIT

MMM MARKETING WILL PROVIDE HOUSING AND TRANSPORTATION TO THOSE WHO QUALIFY. PLEASE GET WITH YOUR MANAGER IF YOU ARE INTERESTED.

**REP HOUSING:** TO OBTAIN HOUSING IN ONE OF OUR REP HOUSES YOU MUST FIRST OBTAIN APPROVAL WITH YOUR MANAGER. REP HOUSE RENT FEES WILL BE TAKEN OUT OF YOUR CHECK WEEKLY AND RANGE AROUND \$85 A WEEK. MOST AGENTS WILL HAVE TO SHARE A ROOM DEPENDING ON TIME WITH COMPANY, STATUS, AND INCOME LEVEL. EACH RESIDENCE WILL HAVE THEIR OWN SET OF RULES PLEASE GET WITH THE REP HOUSE LEADER TO ACQUIRE THOSE. IF AN AGENT IS TERMINATED YOU WILL HAVE TO LEAVE WORK HOUSING. YOU WILL BE GIVEN A REASONABLE AMOUNT OF TIME TO LEAVE THE PREMISES AFTER THAT A DAILY RENT FEE OF \$50 WILL BE TAKEN OUT OF UP COMING CHECKS UNTIL YOU ARE COMPLETELY MOVED OUT. YOU WOULD ALSO BE HELD LIABLE FOR ANY DAMAGES YOU MAY HAVE CAUSED TO THE PROPERTY.

## RULES OF HOUSING

- Do Not Unplug Camera(s)
- No Drugs
- No Visitors Without Prior Approval
- No Loud Music After 11 PM
- No Guns or Other Weapons Allowed in the House
- No Overnight Visitors Without Prior Approval
- TV Volumes Are to be Down to a Respectable Volume after 11 PM
- House Inspections 3x a week
- No Animal(s)
- No Personal Belongings Left in Common Area
- No Sleeping in Non-Designated Room

- Do Not Fight with Co-Workers
- No Arguing with Co-Workers
- No Drinking Alcohol in Common Area During Workdays

**REP TRANSPORTATION:** WE PROVIDE YOU WITH TRANSPORTATION TO AND FROM THE FIELD FROM THE OFFICE. FOR AGENTS LIVING IN REP HOUSING, WE WILL ALSO PROVIDE TRANSPORTATION TO AND FROM OFFICE FROM HOME AS WELL AS PROVIDE YOU WITH LIMITED TRANSPORTATION DURING OFF HOURS AS NEEDED.

**HOTELS:** FOR EXPERIENCED PRODUCING AGENTS WE CAN PROVIDE HOTELS IN PLACE OF REP HOUSING. SPEAK TO YOUR MANAGER FOR QUALIFICATIONS.

**VAN PLANS:** WE CAN ASSIST YOU IN ACQUIREING A PERSONAL VEHICLE TO ALSO USE FOR WORK IF YOU MEET THE REQUIRMENTS. WE HAVE A STRONG RELATIONSHIP WITH A FEW CAR DEALERS AND CAN WORK OUT A WEEKLY FEE FOR YOU TO OWN YOUR OWN VEHICLE.

## **OPPORTUNITY**

YOU DON'T NEED A DEGREE HERE TO MAKE 6 FIGURES A YEAR!! BUILD YOUR CAREER AND LEARN LIFELONG SKILLS THAT WILL BE AN ASSET TO ANY OTHER FIELD YOU MAY WANT TO JOIN!

Everyone here starts off entry level but there is rapid advancement and no cap on your income. You do not need for someone to give you more hours or promote you for you to make more money. Financial freedom and success are the goal. We will briefly go over some of the positions and opportunities available below and some of the qualification to achieve those.

# Advancement

1) **Agent**- This is the entry level position of all new hires. At this position you are expected to learn and absorb new information given to you by those above you

2) **Senior rep**- gain more responsibilities as far as showing newer agents how things are done and setting an example. Senior representative comes with a personal production pay raise.

3) **Team Leader**- A team leader is someone who trains and guides new hires and sets a good example for the others in the office without expectation for recognition.

4) **Manager**- A manager is one step above a team leader and is responsible not just for the training of reps but the SUCCESS of each individual rep they have override over.

5) **Senior Manager**- A senior manager is responsible for 3 – 5 people at a time. They have the same responsibilities as a manger but are expected to have their team performing at 70+ sales a week collectively.

**Travel**- Take advantage of work road trips. On a road trip you and your team will travel to one of the 18 states we have contracts in, stay in a hotel and work the area while away. You will also be provided an advance and travel money during this outing. Get with your manager about trips. We usually have 1 to 2 leave out a week for a week to two weeks at a time. Along with road trips you will be given the opportunity to transfer to different offices and obtain rep housing as discussed earlier in this packet.

**Campaigns-** we have many different programs available to work each offering its own unique benefits. Aside from energy we also have contracts come in for ... cable, free phones, medical equipment, and alarms. These other campaigns aren't our focal point but things we have available for those who wish to try. We also have tele sales and retail available.

**Freedom-** As an independent contractor enjoy having the freedom to make your own schedule without concern of reprimand. As you excel and advance you will have more responsibilities that will take more of your time but as an independent contractor these are all optional and not mandatory.

**Assistance-** We will provide all the back-office support you need and resources to grow. All you must do is bring your motivation. As a team we will help you take on any problem you run into. We do offer cash advances and assistance outside of work to our team members. We want to make sure that as we learn, grow, and work together that we are all taken care of. Happy people produce better, stay longer, and create a better work atmosphere!

**Directory**

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## **Portal Access**

Please make sure that you get with your manager to get your portal link, username, and password. In our agent portal you can track your registrations, your team's registrations, training material, current bonuses, and your pay reports! The portal has tons of information however, you should also get basic information from your manager such as your agent code.