



SMS CHAT OPERATOR INFORMATION BOOKLET

www.text121chat.com



Contents:

Welcome

About The Services We Offer

How the Services Work

What the Job Involves

What Do I need to do the Job

When Should I log on

Choosing my working hours

Frequently Asked Questions

Getting Started

Contact Details

Welcome

Welcome Text121Chat, we have devised this booklet to tell you all that you need to know about the role of an independent contract text chat operator with Text121Chat.

This booklet will give you an insight into what the service is that we offer, How these services work and what is involved as a text chat operator. We are a highly respected text chat fulfillment operator service provider, a lot of our operators have been with us for a long time and have developed a lot of their own text chat skills.

We offer a fun and relaxed environment, offering flexibility and rewards, so hopefully you will be joining our team at Text121Chat very soon.

Please note, that you must be **OVER 18 YEARS OLD** to work as a Independent contract text chat operator for Text121Chat, if you have any questions comments on any subject not covered in this booklet or if you require any points clarifying please feel free to email us at info@Text121Chat.com



About the services we offer

Text121Chat offers text chat fulfillment services to chat providers, our aim is to provide a valued and entertaining yet high quality service to our customers, with independent contract text chat operators replying to live sms messages, using the latest technology, good text chat operators are able to quickly build up their own skills thus increasing the earning potential. The more time you put in the more you achieve and money you make.

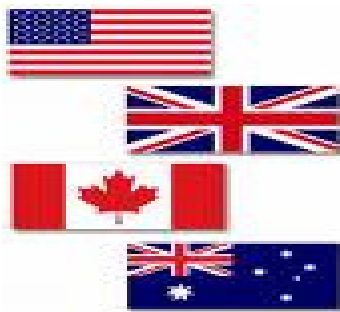
How Our services Work

Our Customers widely advertise their chat services in a vast range of media.

This ranges from tabloid newspapers, the local press, men's and women's magazines, adult and various day time sky television channels.

We also cater for clients from around the world predominantly United Kingdom,USA, Australia, South Africa and New Zealand.

Client/users will send in an sms introducing themselves, this will come through to you via an internet link on your computer, you will reply to this via your keyboard, you will also get messages from ongoing conversations with established client/user.

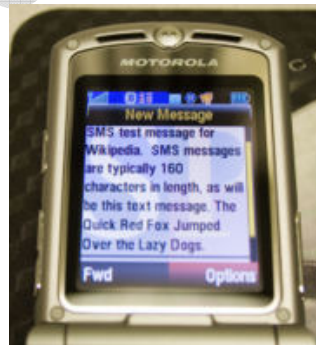


What the Job involves

Once we have processed your application one of our managers will email you to organize a suitable training date and time for you to be trained on a service. You will be given a manual to read with all the details you require to be able to perform the job in hand and a list of Do's and Don'ts. Once you have been trained there are always managers and moderators on line to answer any questions so never be afraid to ask questions or ask for advice that is why we are here to help and advise so that you can give your best at all times.

Once on the service you will be provided with a virtual persona, **you must never give out any of your own personal details to a client/user**, you will be allowed to make certain details up about your virtual persona i.e. age, location(close to the client/user) hobbies etc.

One of the most important skills you will require is to have a good imagination and interpersonal skills and the ability to follow instructions and rules of service.



What do you need to do the job?

There are quite a number of personal qualities that you will need and probably gain from being an independent contract text chat operator at Text121Chat.

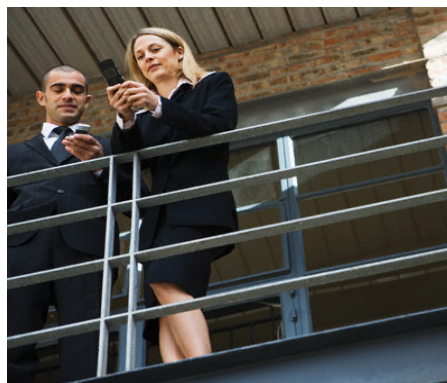
Temperament:- A very broad mind, confident and a sexy imagination (for some of the services)

Communication skills:- Being able to make a varied range of male and female clients/users feel at ease and comfortable to carry on texting by reading carefully and also being engaging and chatty, answer their questions and ask them questions. Some people are just looking for someone to talk to.

Flexibility:- Our service runs 24 hours a day 365 days a year so whether you are a night owl or an early bird or both then there is a time you can log on to the system to suit yourself. All we ask is that you commit to 2000 messages per month to make it worth your while and ours. Texting is not as easy as it looks and you need to be able to think on your feet and the more you put into it the more you will achieve.

When should you logon?

One of the advantages of working for Text121Chat is the flexibility of being allowed to choose when you log on and find your own best time for working around your current lifestyle and commitments.



Choosing my working hours

We cannot forecast when our services will be busy but you will get an idea of when they are at their busiest and can make the most money and as we have a range of services available there is very often not a time when there are no messages to answer.

Frequently Asked Questions

Do I have to pay to join the team?

No we only take off the first 200 messages for training time.

How am I paid?

USA/Other Countries by check

UK By Direct Deposit

Do I have to work shifts?

No you are free to work when you want to.

Is there a possibility of promotion?

Yes if you work hard we do have moderator positions available at times.

How do I apply?

All forms are available from our website. www.text121chat.com

Getting started as a Independent Contract text chat operator for Text121Chat

First you must complete, sign and return the application form (available on our website)

You will also be required to provide us with proof of your identity (such as a copy of your birth certificate or passport)

Once we have received this information we will contact you either via email or phone you to confirm all of your details, we will then email you a training manual and arrange a date and time that is mutually suitable with you and one of our managers to train you, this manual will also include important guidelines, **these guidelines MUST be followed at all times.**

Payments.

©Text121Chat Ltd 2003-2008

Payments are made on the 21st of the month for the previous calendar month worked. I.e. January is paid 21st February.

Once you begin working for us you will be given a unique user name and password to gain entry to our administration system. This system enables you to see any daily messages sent to operators and also to view any invoices due to yourself.

Payment is made to operators that have achieved 2000 messages a month or prorata. Operators achieving less than this will not be paid and amounts are not carried over to the next month.

You will be an independent contract text chat operator, working independently for yourself; you will **NOT** be employed by Text121Chat We will pay you a gross amount and you will be responsible for making your own tax and national insurance payments (if applicable)

Contact Details

UK Office Helen@text121chat.com

P.O Box 609 Newcastle NE27 0WL

Fax no. 08700116213

UK HRH Office Contact Celinna@text121chat.com

Tel: 0871 8726155 Fax: 08702889599

USA Office Lorna@text121chat.com

P.O. Box 858 Placida Florida 33946 Tel: 1-888-711-0121 ext 1

Fax No: 941-827 9725

USA HRH Office Contact Jen@text121chat.com

Tel: 1-888-711-0121 ext 2 Fax No: 941-827 9057