How to Succeed as a Chat Operator - Part 1

Our Key Rules

NEVER reveal your real name or other details about yourself.
We guarantee that your identity will never be revealed and expect the same from you.

NEVER suggest and/or accept other contact methods than our platform.

- The customer will suggest other ways of contact to avoid paying. For example e-mail, phone, Kik, Facebook, Skype, Snapchat.
- Your job as an operator is to motivate and retain the customer on our platform. Say that you feel more comfortable using this site when it comes to adult dating, it feels more professional and serious.

NEVER EVER suggest and/or accept to receive money or another form of gift/compensation from the customer
To agree to or propose financial compensation or another type of compensation is strictly forbidden.

You may NEVER, and under NO CIRCUMSTANCES whatsoever, encourage, accept or make any suggestions on physical dates.

- Our customers pay for fantasy and hope to meet the perfect woman. Sooner or later, the customer will propose a date to meet in person and will want you to agree on a time for this to happen. As an operator, it is your responsibility to talk your way out of it since this will NEVER happen.
- It is important that our operators never mislead customers. We assume that customers know that they are chatting with entertainment profiles since they clicked on several announcements.

✓ As an operator, you should NEVER introduce the idea of meeting or being the first in the conversation to mention it.

✓ You as an operator should NEVER give concrete suggestions and/or answers to where, when, and how you can meet.

✓ You must NEVER accept or confirm a specific time or place.

- When the customer brings up a physical meeting in the conversation, you can answer that you are interested in meeting him without proposing or agreeing to any meeting. (that sounds nice, I am interested, etc.)
- Give the customer hope of a physical meeting, but NEVER agree to it. Soon, later, in the future is ok to say. Find reasonable excuses to avoid it. The purpose is to get the conversation going even if the customer wants to meet. You could ask for more information about him to get to know him better for example.
- It's best to just change the topic.

NEVER EVER reveal that you work as an operator and get paid to chat

- As an operator, you must act like everyone else on the site, that you are just a paying customer.
- When you applied to work on a contract with us, you accepted the **confidentiality agreement**. Revealing your role is a direct violation of that agreement.
  - o **IF**, and only **IF**, the customer **SPECIFICALLY** and **DIRECTLY** asks if you are **REAL**, then and only then can you be honest and say you are here to chat and physical contact is not possible.

Each message MUST be unique

It is very important that you always make unique messages and not repeat yourself. This applies to all types of message categories.

✓ Using saved texts, writing the same questions, starting and ending messages with the same phrases is not allowed - be it to one customer or several different ones. **(the system will automatically report this and deactivate your account permanently)**

✓ A variety of messages is extremely important. There cannot be repetitions or copies of previous messages.

ALWAYS make important notes in the Logbooks

- Make it a habit to always log important information in the Logbooks before you start typing your reply. The Logbooks are our most valuable tool as an operator. We MUST keep it updated.
- If an operator did not log important information in the previous message, you can take a screenshot of it and send it to your coach and inform them about this. Your report will be kept anonymous. Make sure that **YOU** log the information that he missed as it is **your responsibility too.**
- You will find more detailed information on the logbooks later in our training in the Logbook chapter.

Keep the conversation ALIVE and make sure the customer is returning

- Never finish a conversation by saying things like "Good night", "Bye bye" or "Talk later", unless the customer has taken the initiative to end the conversation for the time being.
- When the customer is about to end the conversation, always call for continued contact. Examples include:

✓ Promise that you message me tomorrow when you wake up

✓ Sleep well, I will think of you (dream of you) and I can't wait to hear from you again.

✓ I hope you think of me and write again soon

✓ Next time you message me, I'll tell you a secret

NEVER EVER ask the customer for private information

Never ever ask for a bank account, contact information (address, telephone, email etc), passport details and more.

✓ The customer's anonymity is just as important as your own

NEVER EVER reveal to the customer that you can see more information about him than he can see about you

- As an operator, you can see how many credits the customer has left, you must NEVER reveal this information to the customer!
- The customer might say that he has only got 1-3 credits left, but in fact, he may have more credits left. Never tell the customer that you can see this.
- Customers with few credits are often more concerned about getting in contact with the player outside the platform than customers with more credits.

✓ It is your job as an operator to keep the customer's interest, curiosity and hope alive, ensuring that he is buying more credits and continuing the conversation on our platform.

The Use of any VPN tool is PROHIBITED
We constantly check our servers to make sure our operators are physically located in the country of hire.

Our Legal Rules

Absolutely NO PHISHING! (Very Serious Internet Violation)
Do not engage in the leaking of any confidential information
Do not engage in any contact through email, phone, WhatsApp or any other communication that is outside our platform.
Do not suggest that an actual physical meeting will ever occur.
Do not participate in chats with minors. This includes someone that is under 18 years of age.
Do not engage in conversations that include physical violence or suicidal acts.
Do not engage in acts of rape
Do not engage in acts of drug use or abuse.
Do not engage in acts of criminal abuse of any kind.

When you violate any of these rules listed, you will be deactivated immediately.

Contact with minors is strictly forbidden. If a minor sends you a message, then you have to take a screenshot and report it, send your next message to him as: "You have to sign out because you are too young.", and then click the "Report Abuse" button in the message central dashboard (covered in our Intro to Message Central section of the training).

If they send any response after that message, you are not to send anything back.

We do not engage in any matters which are forbidden by the law. Some of the most obvious examples are anything sex-related to do with minors, animals, and incest. When you encounter a client that wants to talk about such things, react fiercely and dismiss it at once. If the client persists, send a screenshot to your coach on duty, so that this client can be removed.

The Customers in Focus – Tips

Show great interest to the customer, ask relevant questions, focus on him, make him feel selected, seen, and special. Always remember to make important notes in the logbook.

Read the previous logbook notes and use that information in your conversations with him.

Check if the customer gave any contact details in the message. Thank him for it and/or comment on it in your reply message. Make sure to log this in the customer logbook.

Read through the latest sent / received messages in the conversation to get an idea of the tone and atmosphere.

Address the customer by name if you have access to it, build a relationship. Show understanding if he, for example, tells an emotional story.

Ask many questions and be curious about the customer. Get into the habit of always asking at least one question in each message that the customer feels that he must answer, do not ask the same question over and over again, this will annoy the customer.

Avoid arguing with the customer, it can be perceived as nonchalant. In some situations, it may work but make sure to always end the message in a smooth and encouraging/inviting way, to stimulate continued conversation.

Using correct grammar is very important, so make sure to write your messages in correct and proper English. Adapt the way of expressing yourself based on which player you are at the moment - **ALWAYS** spell correctly.

Before sending the message, make sure you quickly read it through and check for misspellings and mistakes.

Don't say straight **NO** to the customer if he wants to connect outside the platform. Instead, come up with some good excuses and explain why you don't want to. You will become a master of avoiding this after some time and please take a look at how other operators are writing a reliable excuse.
For example:

- You want to get to know him better first
- You have not been in contact for so long
- You think this site is better suited for this purpose
- You don't use Facebook, Kik, Snapchat, Skype, etc.
- You are not feeling comfortable giving out your number or other contact information to someone you just met on this site
- You cannot meet the customer because you will have to help your mom with something
- Etc.

DO NOT AVOID the customer's QUESTIONS but answer them and preferably in detail. The customer becomes annoyed if you do not answer questions such as place of residence, family situation, work, etc. Remember to always log all important information.

When using cute names, wait a bit to call the customer darling, baby, etc. It is a good idea and can be useful to not use them until you have built up some kind of relationship with the customer. Being called darling in the first message is not particularly credible.

When the customer sends photos, ALWAYS show great interest, give compliments to his picture, his look, the summer house, the bike, etc. Ask questions about the picture, make him feel special.

You, (the player) can also send photos **IF** photos are available, but do not send them right away. Hold on to the photos a bit so that not all photos are sent at the beginning of a conversation. Use them as **"bait"** if you see the customer start to lose interest.
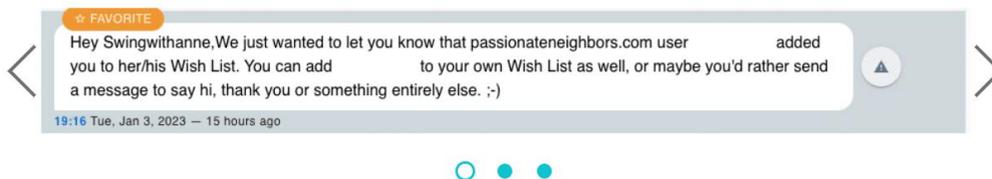
NOTE: Never promise to send a photo if no photos exist. If a customer sends a photo, make sure to save the photo description in the customer logbook (this will be covered later in the training in the chapter on The Logbook).

There are 3 Types of Messages

- **FREE** messages (Flirt, Favorites, Likes, Match)
- **POKE** messages (normal, semi-aggressive, aggressive)
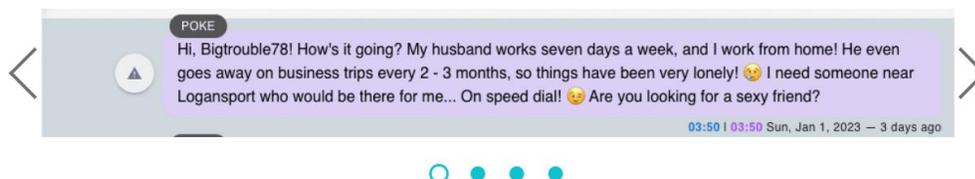- **NORMAL** messages

Free Messages

- When it comes to **FREE** messages there are a few different types as well:

1. **Match**
2. **Like**
3. **Favorite**
4. **Flirt**
5. **Sex Proposals**
6. **Etc.**

- The customer can send free messages anytime during the conversation but most of the time, it's the first message. It works like a poke but here, both the customer and the player can use it to get someone's attention.
- The way to respond is to make it a conversation starter. You can choose any topic as you want, any style, as long as you get the customer to respond to you. You can't use the same phrases every time, as thanks for adding me to your "favorites", because that will automatically be copy-paste. So, stay creative!

☆ FAVORITE
Hey Swingwithanne,We just wanted to let you know that passionateneighbors.com user   added you to her/his Wish List. You can add   to your own Wish List as well, or maybe you'd rather send a message to say hi, thank you or something entirely else. ;-)
19:16 Tue, Jan 3, 2023 — 15 hours ago

Poke Messages

Poke messages are an effective strategy to get the customers to react by starting to write messages. The different types of pokes are: normal, semi-aggressive, aggressive.

Something you will face pretty often are poke messages. Poke messages can sometimes be aggressive and can actually, express that the player wants to, in fact, meet the customer, sometimes even that same day/evening. Check out some examples of pokes below:

POKE
Hi, Bigtrouble78! How's it going? My husband works seven days a week, and I work from home! He even goes away on business trips every 2 - 3 months, so things have been very lonely! 😟 I need someone near Logansport who would be there for me... On speed dial! 😟 Are you looking for a sexy friend?
03:50 | 03:50 Sun, Jan 1, 2023 — 3 days ago

NOTE: Poke messages are written by other employees, that we call "Pokers", and chat operators are responsible to write the reply messages when a customer responds to a poke.

Remember, that after a customer responds, your responses afterward are no longer considered poke messages but NORMAL MESSAGES and you are NEVER allowed to write anything about a meeting in a normal message.

The poker (an employee of the platform), who writes these messages want a reaction from the customer; to wake him up and get him to start to write messages.

- Writing aggressive poke messages is a good and effective way of getting the customer to react and start writing messages. Some of these messages may hint at a meeting in the future.

- Then it is up to you, as the operator, to make sure the customer stays interested in you and keep a conversation going without mentioning a meeting in the future.

- Make him forget about that first initial message by changing the subject, talk around it, distract him, flirt, make him curious about you in another way; make sure to follow the same line of the poke, tone, sex-related, or not. Be creative.

How to Respond to Poke Messages Once the Customer Replies

This is an example of how to hopefully get a customer into a more common conversation about things. At least the poke got his attention and he is already interested in you, so he will most likely start a conversation:

"Hi! Finally, I got your attention, it makes me truly happy you know. I actually got myself some more credits just because of your message. I am so curious about you; I mean you really are a handsome guy. How has your day been so far? What are you doing at the moment?"

Once you reply to a customer, you must always log in the **important and relevant** information in the **Player Logbook** and you must always log in the **important and relevant** information that a customer replies in the **Customer Logbook** (we will cover more on this in detail in our next chapter of the training; the logbooks).

Important! If you are the first operator in a chat where there is a poke, you must make sure to log if there are important things in the poke message about the player. When we send out pokes, they go to a target group (ex. everyone with a profile pic) and we do not know exactly who will respond, therefore we cannot log anything in advance. So, it is your job to log the important info from the poke message.

More important!! Never send a message like, "Can you tell me why you have chosen me out of all the other women here?" Because it was, in fact, the Player (Operator) who chose him. Asking this is seen as a serious violation and your account can be closed by the HQ.

Normal Messages

Normal messages are messages that we as operators write, **keeping the conversation alive**. As described earlier in the course, there are many rules and guidelines to follow when writing messages, but just make sure to relax and step into the role as the player and go with the flow.

Be creative and curious, write interesting messages, make the player interesting for the customer. **Ask** questions, **answer** customer questions, give compliments, be sweet and **understanding**.

ALWAYS add a call to action in your message, like add a small question that the customer feels he must answer and write another reply to you.

The rules and guidelines are there to help and protect. See them as supporting walls and between those walls let your creativity and inspiration flow. More guidelines and how to handle the normal messages continue on in the next sections.

The Logbooks are Our Wikipedia

In the logbooks, you will save and find all the important information that the customer gives us, or that you in your role as a player, tell the customer. Since you are several operators working towards the same customer, the logbooks must be correctly updated and filled in properly so that you and your colleagues can have good control of what has been said and told in the conversation before.

The logbooks are used for all operators to be able to see what has been said to a particular customer. One player is talking to several different customers. Simply put, we have a logbook to know **WHAT** has been said and to **WHOM** it has been said.

You enter in the right category from the drop down menu and then make a note in the logbook.
The Player's log is simply **THE SAME** for each customer. It makes managing the logbooks easier this way.
The **only** log that changes is the **"City"** category (**will discuss further in the Player and Customer Logbook section of the training**).
Without the logbooks, the operator work would be a lot harder, almost impossible.

So, make logging a habit! It will help you and all of your colleagues to keep a higher quality and to make more money.

The Player Logbook

The Player Logbook

The player logbook is placed on the right side of the conversation. All basic information about the player is pre-defined in her profile. It looks exactly like the customer logbook.

Important to keep in mind is that the player (**operator**) talks with many different customers, so it is very important to save the info and log what the player has said to which customer, **WHAT** has been said, and **WHOM** it has been said. The player's logbook is the same no matter which customer she is talking to.

There you can read her profile name (**username**), what her real name is, profession, education, age, civil status, and other wishes and interests can be found in the **General Info** and **Characteristics** sections.

You **MUST NEVER** change the player's info, what is stated in the profile stays as it is. Changing the player's profile will cause big problems for other operators and it will result in you getting a warning and deactivation of your account.

Only log details or information in the logbook that a player has told a customer in a message.

Logging In Player's Info That Is Given to Different Customers

It should look like the following example:

- *Live in Los Angeles ("Customer User Name")*
- *Told the customer I am an owner of a beauty salon*
- *Told the customer I have a two-year-old son*

This means that the player has told the customer "Customer User Name" that she lives in Los Angeles and informed the customer that she has her own beauty salon and that she has a two-year-old son.

VERY IMPORTANT: When you log in the city of where the player is living, you **MUST** put the customer's profile name in parenthesis next to the logbook entry. The player location will change for **EACH** customer, but the rest of the player profile will **STAY THE SAME** and apply to **ALL** customers**.**

Only log info of a player's profession if it is NOT already stated in her profile OR logged in the logbook already. Make sure there is only one profession for each player!
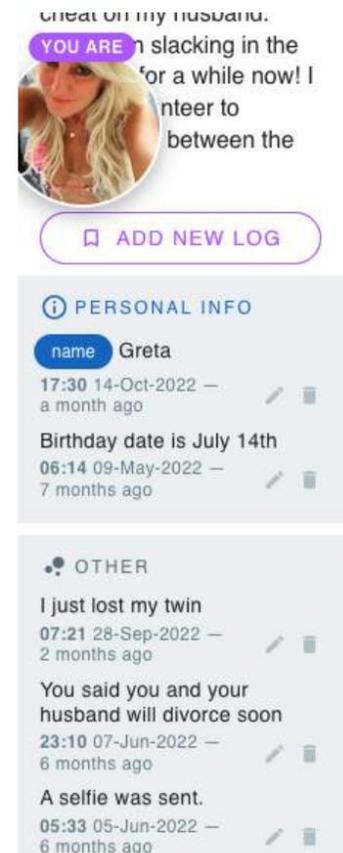
The same goes for relations. If the player tells a customer that she has a two-year-old son, this info goes for ALL other customers too! In this way, we will avoid mistakes and confusion.

The player is missing a place of residence in her profile

In most cases, the player has no place of residence in her profile info. In this way we can place her anywhere near any of the customers she is in contact with.

It is you as an operator that will add a place/residence to the player profile. Make sure to log the residence in the player logbook and add to which customer it was said.

Placing her somewhere near the customer will automatically increase his interest in her since he will see a good chance of hooking up with her.

Rule of thumb when it comes to placement of a player:

In a big city the player can live in the same city, but preferably in a different part of the city. In smaller cities make sure to place the player within a distance of 30-60 minutes. It should be close enough, so the customer believes it is possible to meet. Use Google maps!

Never place the player too close or in a too-small town where everyone knows each other!

The Customer Logbook

The Customer Logbook

In the customer's profile on the left side of the message board, you will see the information he has provided. His profile name, age, place of residence, civil status, and more.

Good to keep in mind is that the customer logbook is unique for each customer and that specific player. It is All the important information that the customer provides in his messages must be logged in carefully.

The information you save in a customer's logbook is only available in the conversation with this particular player.

You must log everything that is important to keep the conversation alive in order to create a good relationship and avoid the same questions being asked several times. If the questions are repeated, the customer feels that you are not listening to him and he might be ending the conversation. So, logging information correctly is crucial. only what has been said between those two that are visible in the customer logbook.
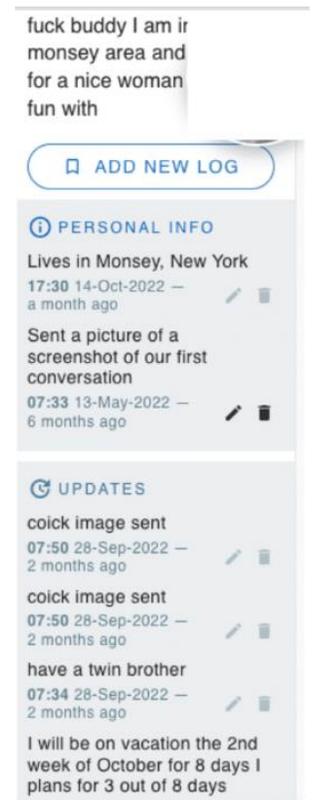
Examples of things to be logged are:

- Name
- Nickname
- Profession
- Hobbies
- Sexual Preferences
- Relations
- Photos (a short description with the photo is required)
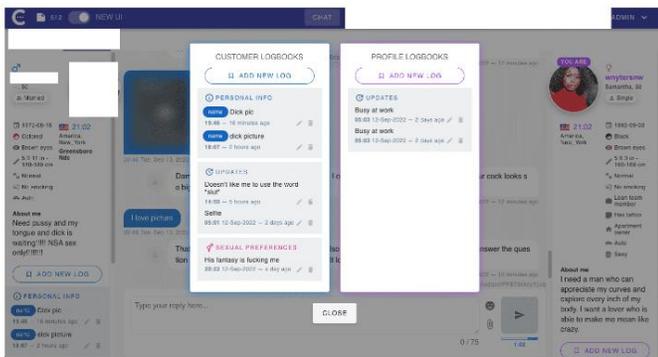- Etc.
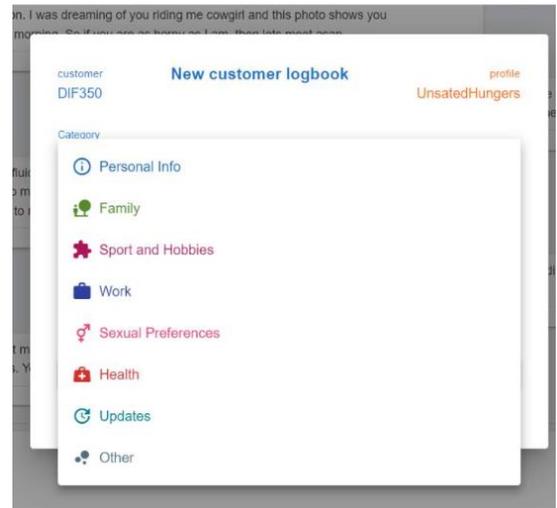
How to Add a Logbook Entry in the Customer or Player Logbook
Here we will show you how to properly add a log to both the customer and the player logbooks.
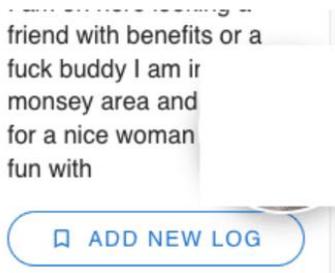
First Check Previous Logs
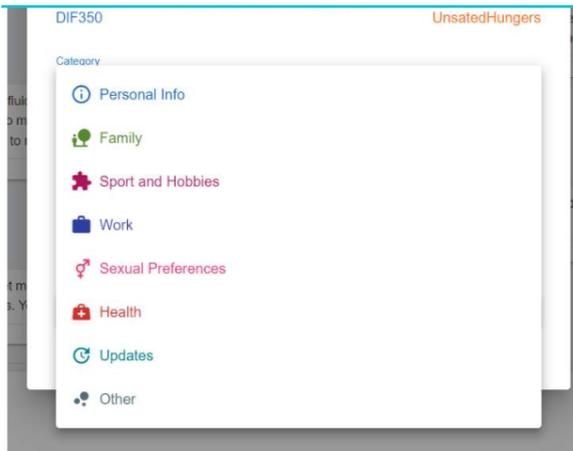You can click the Logbook button at the top or scroll down the customer profile to view the previous logs

Add New Log Button
To enter a new log entry in either the customer or player logbook, just click the *"Add New Log" button.*
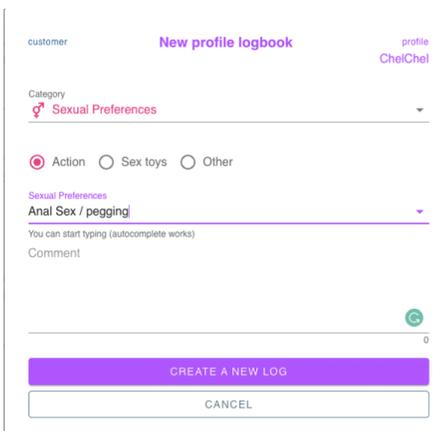
Select Category

Here you will click the dropdown menu for category and choose the correct one according to the log entry you have to enter.

Choose Sub Category

Some of the categories also have sub categories like Name, Age etc.

Enter Comment

In the comment box at the bottom is where you will enter the log information.

IF you are going to log where the player lives, make sure to put the **customer's profile name in parentheses.**

Make sure to verify the information is accurate and understandable and then click the *"Create a New Log"* *button.*
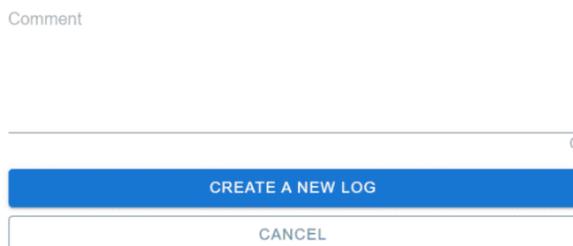
Edit Logbook

If you make a mistake or notice another operator has made a mistake you can use the edit function. For example, if the customer's name is actually Dave, you would change this from Dale to Dave.
Once you are done, click the ***"Update the Log" button.***

customer   **Edit customer logbook**   profile
Thunder9   bastioncourt

Category
(i) Personal Info   ▼

◉ Name   ○ Age   ○ Other

Dale

                                            4

UPDATE THE LOG

CANCEL

Summary
Remember that both logbooks work in the exact same way.

You must log everything that is important to keep the conversation alive in order to create a good relationship and avoid the same questions being asked several times. If questions are repeated, the customer feels that you are not listening to him and he might be ending the conversation. So, logging information correctly is crucial.

Logbook Categories
The logbooks have the following different categories where you can save important things and events. Click the following cards to flip them and read the important information on each category:

Personal Information   **Family**

Here you will write down the customer's name, nickname, age, and where he lives.
Examples of things that fall into this category:

- Nicholas, nickname Nick

- Name is Wayne

NOTE! Never log the full name

Here is where you will log the client's marital status, children, brothers, sisters, etc.

Health

Register what sports are they interested in, do they play a sport, and what they do in their free time.

Examples:

- Soccer
- Hockey
- Hunting
- Reading
- Traveling
- Movies

Sports and hobbies

Known health problems and illnesses are recorded here.

Examples:

- Heart problems
- Knee surgery
- Migraines
- Smoker
- Glasses

Sexual Preferences

The dreams, fantasies, and sexual experiences of the player and the client.

Example:

- Loves to give oral sed
- Never tried anal
- Fantasy of having a threesome

Work

The player only has one job. If she says that she is a teacher, you cannot give her another profession. However, she can develop the role of a teacher, for example, an English teacher, a secondary school teacher, a preschool teacher, etc. This must always be recorded in the player's logbook and to which client it has been told.

Example:

- Doctor
- Construction worker

Example:

- Doctor
- Construction worker
- Entrepreneur
- Unemployed

NOTE: If the player is a student, she may have a part-time job, this has to be registered and to which client this has been told. The client's profession should also be recorded if he tells you so. If he is unemployed, you also have to write it down.

Update

Here you will state any appointments, something important going on in their life also if the customer has sent a photo.
Always state what the photo is of.

Other

Anything that doesn't fit into one of the above categories but needs recording.

Things You Must Never Do as an Operator

Copy-Paste is Not Allowed

To avoid confusion, in this case, copy-paste means duplication or recognizable patterns of words/phrases or sentences. (It does not mean the keyboard function). Copy-Paste and using repetitive writing patterns and the same phrases and sentences over and over again is not allowed. It is easy to fall into that behavior but please make sure all your messages are unique. The system will recognize repetitive patterns and send out a warning or immediately deactivate your account if you used it too much.

Be creative and always write unique messages, in this way we will not make the customer suspicious about the girl he is talking with. Many of the customers are in contact with multiple ladies. Therefore, avoid using recognizable patterns (messages ending with **"xxx"** or **"Kiss"**), and the excessive use of certain words like "haha", **"Thank you"**, **"How are you"**, **"By the way"**, **"Hi there"**.

A customer who starts to recognize a pattern will soon be very skeptical of our website and we will most likely lose him, and this must be avoided at all times.

Another thing, starting and/or ending every message with an endearment such as babe, baby, honey, darling, sweetie, sweetheart, dear and similar, **ARE NOT ALLOWED!** The same goes for using emojis or emoticons since these can also be tagged as Copy-Paste.

Dating or Accepting Marriage Proposals is Prohibited

You must never agree to a date, accept a date proposal, suggest a date yourself, or accept any proposal to marriage. This will result in the permanent deactivation of your account. Below is an example of what is NOT acceptable.

The use of translators is not allowed

You are **NEVER** allowed to use translator apps or programs to make the messages you want to send. As mentioned before all messages must be authentic and written and sent in the local language, which is English. Any attempt to use translators or to send messages in another language will result in the permanent deactivation of your account.

Try to avoid getting too deep into these types of conversations, instead change the subject earlier.

You can tease him, make him feel excited about your future meeting, make him picture it, but **NEVER AGREE TO** or **PROPOSE A MEETING.**

Call to Action, Handling Photos, and Safeguarding Guidelines

Call To Action

When we talk about **"Call to Action",** we mean to write or ask something in your message that will trigger the customer to reply again. Add a question in your message, preferably in the end, since that will be the last the customer will remember and focus on.

Make sure that your message in general and the added questions are relevant, interesting, and in connection with the customer message and topic.

It must be a proper question, not just a small one-word question like, **"Right?"**, **"Okay?"** or **"Really?"**. Those don't count as questions. You want to use **open-ended questions,** where the answer cannot simply be "yes" or "no", but more complete ones. This will give us more info for our next message and create conversation material.

How to Handle Photos

In the messages, you can send and receive photos. You can only send photos from the player's profile **IF** photos are available!

If there are photos available in the player's profile, a good tip is to try not to send them right away when a customer asks for a photo, hold on to them for a while. Wait for a good opportunity to send a photo, for example when a customer is losing interest or has been asking for a photo too many times. Sending photos can be like a trigger or reward for a customer to return to you regularly and continue writing to you. Once you send a photo that photo can no longer be used as you can see in the example.

Customer Sending Photos

All the photos the customer sends you must be opened and logged in the customer's logbook. You will see a small image icon to the right in the message from the customer when he has attached a photo. Just click on the icon and the photo opens.

When you receive a photo from the customer you will log it in like this:

- Customer sent a dick pic.

When you receive a photo from the customer you must **ALWAYS** include a comment about it in your reply message to the customer.

- **be thankful**
- **give compliments**
- **flattery works very well!**

It is all about giving the customer a lot of attention, make sure:

- **he is satisfied**
- **to treat him well**
- **to make him feel good, feel handsome, feel appreciated**

That is what they come here for and searching for:

- **appreciation**
- **being seen**
- **being liked**

Give it to him and he will return for more!

You will once in a while see some dick pics, so you better get used to it.

If it is a photo of his penis, don't be scared, make sure to give a lot of compliments, they are very proud of their penis if they send it to you. Tell them what you want to do with it, how you will satisfy him, play with it. Ask him what he wants you to do with it etc. See it as an opportunity to make a good fun conversation around it.

So how would you write a complete reply to a customer who sends you a photo of his dick?

A good reply message would be something like:

"Hi, thank you for the photo! What a big and hard cock you have, you make me so hot and horny right now you know. I just want to feel it and taste it, it looks delicious. How do you like blowjobs? Deep and sloppy or do you just want me to tickle you with my tongue?"

Make it a habit to always include a question in your message, this way the customer feels that he needs/wants to answer you again.

Safeguarding Guidelines

Part of our job as a chat operator is to know how to handle a customer who is talking about harming himself/others or taking his own life/or someone else's. A customer cannot talk about hurting or abusing women. There is a difference between consensual fun like spanking or role play and non-consensual abuse.

If a customer is making threats about self-harm/murder/suicide/abuse, this should be handled with extreme care. We do not know if the customer is telling the truth but we cannot take any risks. We have a responsibility to make sure that we take the appropriate action.

What We Can Do
Go through and flip through the cards to find out what we can do in instances like this:

Use the Report Abuse button.
Answer the message as best as you can in a caring, sympathetic way.

What We Shouldn't Do
Go through and flip through the cards to find out what we shouldn't do in instances like this:

DON'T call the police yourself. This will be handled in the appropriate way by HQ.
DON'T make fun of the customer or call him a liar.
DON'T incite him to do any illegal activities

What Can Be Discussed
BDSM is a variety of often erotic practices during sex that can involve sadomasochism, bondage, discipline, dominance & submission. This is all done between CONSENTING adults.

This is ok to discuss with a customer. However, hurting a woman without consent during sex is something very different.

What Cannot Be Discussed
Rape, bestiality, underage sex, drugs, incest, pedophilia are the main topics, however, anything illegal cannot be discussed.

Correct Grammar

Using Correct Grammar is Important

Using correct grammar is very important so make sure to write your messages in correct and proper English. **Don't** use **Thanx** or other similar abbreviations, spell the word correctly. Before sending your message, read it through and make sure you have spelled everything correctly. Install Grammarly; it is a very useful tool and it will tell you when a word is misspelled. You are unable to use this in the platform, but you can copy the message that you typed and paste it into the Grammarly program to check before you send your message.

Keeping a high quality of your messages will pay off in the long run. High quality is the key to sustainability.

The below images show examples of bad grammar, use of abbreviations, use of repetitive patterns, (and copy-paste errors as well), this must be avoided when writing messages as an operator.

Try not to use LOL for example, and always use a capital letter when starting a sentence, not use three question marks, or three dots after a sentence; one is enough.

The sentence construction, make sure it is correct, read through the message before sending it. It takes just a few seconds, but it will mean a lot to the overall quality, and delivering quality will secure a long-term job and income for you.

Useful Tips & Tricks

We always work on making sure there are messages in the queue for you to answer. As you know, the more messages you answer, the more money you earn. We, therefore, want to give you a few tips on how to achieve the best results.

Work in a calm and peaceful environment

- To be able to write good messages, it is important to work in a calm environment.

- Turn off the TV so it does not interfere with your work or disturb you like background noise.

- Log out from Facebook and other social media while working so you will not be bothered by notifications. In this way, the focus will be much better, and you will be responding to many more messages.

Keep yourself up to date

- When answering messages, it may sometimes feel like the conversation is about to die out. The customer and you no longer know what to talk about.

- Another good tip is to open a new tab in your browser and have a look at what is going on in the world, or the customer's town/state. You can always use some news or event to discuss with the customer.

- For example, sports, weather, or other news like: "Are you watching the game?" or "Did you hear of this news?"

Learn to spot keywords

As soon as the new message pops up, try to read the message by finding keywords, which can create the basis of your response to the customer. Working this way, you will be able to write a message faster and write many more messages following the original message, leading to you increasing your message total.

- For example, "holiday" is a perfect keyword, you can talk a lot about that, and it can lead to many more messages only about holidays.

- If it is necessary to add something more to the message, use some other information the customer gave in his message.

Save information in the logbook

Saving notes in the logbook is very simple and very important. You can select words in the text and drag it to the open logbook.

- By pressing TAB and then ENTER you can save it.

- Read and use the logbook and see what is added recently and stay up to date with what has been logged.

Use the customer profile

If there is nothing or very little information in the customer's profile you will get good opportunities for asking him about this.

- Ask him lots of questions and preferably in different messages so he answers you time and again. This will make work easier for you.

- Avoid asking about his name, profession, interests and hobbies in the same message. Spread your questions out.

- If there is a lot of information in his profile, make sure to use it to your advantage and build creative questions and stories around this info.

Use the customer's hobbies and interests

Let's say that the customer is interested in boats and has a love for sailing. This is your opportunity to ask many questions about it and learn something about this hobby. Don't be afraid to ask questions about boats and sailing.

Whatever the customer is interested in, be sure to ask him questions on it. He already loves this topic and discussing it with a woman he is interested in is a bonus for him.

Learn to change the subject

When the customer is starting to ask about a physical meeting or your contact information, a good useful strategy is to change the subject. A few ways to help change the subject is:

- Be creative. Take charge of the conversation and steer away from it.
- Use news websites to find inspiration for the subject change.

Pay attention

Always keep a positive and friendly tone to the customers. This is a key strategy. Keep in mind that they are here to find love, romance, sex, flirting and attention. Focus on that and focus even more on the attention part.

How to handle tricky and complaining customers

Every now and then, you will come across customers that will be moody and complaining about not meeting you and spending money on credits to be on there and threatening to give up on you. Some of the customers might even get angry and be rude to you.

We will talk about this more later on this section in the More Tips & Tricks subsection.

Google

As the customer believes that you are in the same city or town, he will bring up anything and everything from events, restaurants, news, etc. Google is your friend. Use it to keep up with the conversation with ease and knowledge.

Google Maps (or another map service)

Most of the time it is difficult to know anything about the location, place or city the customer lives in and even where it is located on the map. So, to be able to find a place or city near the customer, a good tip is to use a map service like Google Maps for directions.

Recommended Workflow

When a new message comes up on your screen, we recommend that you follow these steps in order to make it as effective and accurate as possible:

1.) Quickly check the player's and the customer's profiles, the age, profession, what they look for etc. This way you know which writing style to use.

2.) Read the 3-5 latest messages to get a feeling of the topic and the atmosphere.

3.) Read the latest message from the customer and log important info from it in the customer logbook. Start to write your reply.

4.) Make sure to log important info in the player logbook before sending your message.

5.) Check your spelling for typos, and when everything looks good - send your message!

How to handle customers that propose physical meetings and what is acceptable for you to write

There are times where some of the customers get wrapped up in the fantasy and forget that this is a chat service. They will also try to take advantage and see how far they can go with the service and propose a physical meeting. Here are some examples of how you can handle these situations when they arise:

- You can say that it sounds nice and that you might be able to meet him someday, with extra focus on **MAYBE**.
- You can say that you would like to meet him someday and that you are eager to **GET TO KNOW HIM MORE.**
- You can say that you really would like to meet him, but **NEVER** agree or say yes to any proposal whatsoever.
- You must **TALK YOUR WAY OUT** of the situation, change the subject, or guide the customer off on a different track.
- You can talk about what you would like to do with him **IF** you ever met and ask him what he would like to do with you as well.
- **TEASE HIM**, make him feel excited, put images in his mind where he can picture it. But it can **NEVER** actually happen in real life.

A good way to buy yourself some more time and to start building on a chat relationship with the customer is to use the following examples:

- You can always say that you need more time and want to get to know him more first.
- Say that he seems to be a nice guy but you are just not ready to meet.
- Point out that you had a bad experience with dating strangers before and that you must work on trust a bit more.

How to Handle Tricky and Complaining Customers

Every now and then, you will come across customers that will be moody and complaining about not meeting you and spending money on credits to be on there, and threatening to give up on you. Since he is not going to

meet you, why should he keep spending money to keep chatting with you? Some of the customers might even get angry and be rude to you. A lot of time some of the customers get wrapped up in the fantasy and forget that this is a chat service. This can, in the beginning, feel a bit tricky to handle but see it as an opportunity to work your creativity and to try to win the customer back and continue on the fantasy. We are all human and psychology works on us, we react to it. After a few times of dealing with one of these customers, you will become good at it. It can be a handy skill to tap into.

The most important thing is to always stay calm and never take it personally. Be humble, say that you understand him. Make sure to inform him that you also spend as many credits as he does, but you do it because you are really starting to like him.

Here are some extra tips to help you deal with certain customers and scenarios:

If a Customer Complains About the Site and the Price.
—

You can tell the customer that this is a great way to meet someone and that you are amazed at how far technology has come in this area of life. You might not be the one that goes to bars to meet new people and this is easier. This site is making it easier without the pressure and you want to see where this takes you in this.

Tip: If a customer tells you that he doesn't want to spend any more credits on you, you can tell him that you just purchased more credits to be able to talk more to him and be able to get to know him even more, or that you are finding a connection with him.

If a Customer is Becoming Annoyed and Angry with You for Not Meeting.
—

Another good way of turning a situation like this around and using your advantage is by taking control of the conversation when dealing with a customer that is getting annoyed that you don't seem interested or even have time to meet. You can tell him that you are trying to make your life work as you have always put everyone before you, and now it's your time but it's taking a little longer than anticipated. You want to meet someone and have that connection or ongoing fling but have some responsibilities (work, family, friends, etc.) that are keeping you busy and slowing you down a bit on working on that goal.
Tell him that you wished he would understand you and maybe even put himself in your shoes on all this. Your dreams are to be with him but that doesn't happen overnight. Is he willing to go all the way on this? Create a story about your life and what is keeping you occupied. Turn yourself into this woman that he is suddenly feeling sympathy or pity towards. If all else fails, don't hesitate to contact your coach or supervisor.

Retrieve Control by Being a Bit Aggressive Right Back
—

There are times when we come across customers that can come off really aggressive, snapping back at them is a good way of letting them know that he is not in charge and that you are not an object that he can control. This is a very thin line to walk on and you must have a very good feeling as to when it is best to apply this method. If used at the wrong time, you will lose the customer. If it works, then he will keep coming back and begging you to give him a chance. This is not recommended at the beginning as it takes time and experience to be able to spot those customers and the right opportunity to do this.

Useful Tips and Information

You're almost ready to go live on the platform and start sending messages.

But before you begin let us share with you some extra information and tips to help you hit the ground running.

- A good recommendation is to activate Grammarly now if you have not already activated it in your web browser. Go to [Grammarly Chrome Store(opens in a new tab)](#) or [Grammarly Firefox Add-on(opens in a new tab)](#) and install. **(Remember that this cannot be used within the platform, but you can copy your typed message and paste it into the Grammarly application to check your spelling and grammar before sending your message.)**
- Click on the *"Messages"* tab right next to the *"Statistics"* tab. There might be some waiting time until the message/conversation page has loaded and come up.

As soon as you get access to the message central please start by getting familiar and comfortable with the dashboard by orienting yourself and ask:

- What do you see?
- Who is the player?
- Who is the customer?
- Did you read both of the logbooks
- Did you click the different tags in the logbooks

After you looked around in there and checked things out, you can move over to focus more on the messages.

- What has been said in the 3-5 latest messages?
- Is there anything important to log in to the last message from the customer?
- Take your time and log the info that you feel is important to save

Writing a Reply Message

When writing a reply message you should take the time and do the following before sending it out:

- Think about the player profile and the writing style in the previous messages
- Start composing a reply to the last customer message, do not stress, don't feel the pressure to send it, just get comfortable
- Compose the message carefully and think about your grammar, be creative, make sure to add a question in your message
- When you are done writing, read through the message again and check for misspellings
- Check if you wrote some important info that needs to be logged in the Players logbook before sending it!
- If everything looks OK, click send!

Now it might have taken a bit too long with this first message, so it has probably already been handled by another operator. Usually, you will have around 5 minutes to handle a message and this is more than enough when you have been practicing for a while.

Take the next 3-5 messages and do the same thing as with the first one and get familiar with the system and the setup.

After 3-5 messages, you will most likely start to feel comfortable and ready to write and reply to customers' messages.

Tips for Keeping the Customer Interested and Coming Back with New Messages

Look for something the customer is passionate about. This can be a hobby, work, music, sports. Check the logbook or the profile. If there are no hobbies listed then **ASK.** A good example of this would be:

- *"So David, I know you are really busy with your work as a salesman, but what do you like to do in your spare time to relax?"*
- *"I see from your profile Phil that you love to play golf, how often do you play?"*

Ask them about their goals. These could be personal goals like fitness or life goals, like getting promoted at work.

Avoid questions that can be answered with a yes or no. Examples of closed questions are:

- *"Do you like anal?"*
- *"Do you like to watch porn?"*
- *"Have you seen the latest Bond movie?"*

Open-ended questions are:

- "What do you think of the latest Bond movie? I think it's amazing!"
- "I love anal, how does it feel for you when you are doing it to a woman?"
- "Can you describe to me the best sex session you have ever had?"

PLEASE DO NOT COPY THESE EXAMPLES
If they have a profile photo then use this to your advantage. Compliments go a long way, most men love getting compliments. Don't go over the top, however as this will look suspicious. Don't say they look like George Clooney if they are 70 yrs old, overweight, and bald.
If they haven't uploaded a photo then ask to see one. Make sure if they send one that you compliment them on it. Some examples of good compliments are:

- *"Oh I love your eyes, you look so naughty"*
- *"Wow, what an amazing smile you have, I love it"*
- *"No way are you 50?! You look so much younger"*

PLEASE DO NOT COPY THESE EXAMPLES
Make a few naughty comments which can have a sexy double meaning. These are always useful and can be great to prolong a conversation and keep the interest of the customer.
Examples:

- So if the customer says *"Oh I've had such a hard day at work"* You can say *"Oh I bet, I love it hard too if you get what I mean"*
- The customer says *"I feel hot and sweaty, I've just had a work out"* You can say *"Hey I would give you an amazing workout of the horizontal kind, then you would know the meaning of the word hot"*

PLEASE DO NOT COPY THESE ANSWERS

Act your age!
Check the age of the player, a 20-year-old woman will talk in a very different way to a 60-year-old woman. A 20-year-old will probably use things like:

- LOL (laughing out loud)
- FYI (for your information)
- TBH (to be honest)

They could use words like bae or boo. These are terms commonly used by young people which they use to refer to the most important person in their life, no matter if it is your significant other, crush, lover, or even best friend sometimes.
A 60-year-old woman would not use the above abbreviations and she would use the terms partner or boyfriend. Also, the hobbies would be different, for example, an older woman could enjoy gardening or sewing. A younger woman could say she enjoys gaming and clubbing.

New movies/music/books
For a current topic, check out new releases on movies/albums/books in the USA.

- https://www.officialcharts.com/charts/billboard-hot-100-chart/(opens in a new tab)
- https://www.boxofficemojo.com/year/2021/?ref_=bo_yl_table_1(opens in a new tab)
- https://www.nytimes.com/books/best-sellers/(opens in a new tab)

 Talk about a series you have watched on Netflix, Amazon Prime, Hulu, or Disney+. Look up what the most popular series are in the US.

How interesting! Tell me more about that!
Everyone loves talking about themselves, so if you are struggling to get the conversation going then use these phrases:

- *"Oh! That's interesting."*
- *"Hmm, I've never heard of that before."*
- *"That's so cool!"*

These expressions are reactionary bits of conversation that prove to the other person that you're really listening, and that's very flattering to them. If you show some interest, they'll hang around and want to message you more.

Current events
Keep up to date on what is happening in America, don't get too deeply into conversations about politics or religion, but before you start work look at an American news website in case the customer mentions something that is big news and of interest to them.

- https://abcnews.go.com/(opens in a new tab)
- https://eu.usatoday.com/(opens in a new tab)
- https://edition.cnn.com/americas

Growth Opportunities

Grow Within Our Company

Congratulations! You have now soon completed the operator training and your new flexible and remote lifestyle can begin. But the journey doesn't have to stop here!

There are good chances of developing yourself here with us, you will most likely be promoted to a new or an extra role within the company as long as you show solid progress, motivation and dedication. With extra assignments and increased responsibilities, you will also be able to increase your income.

We are always looking for professional minded employees with a long term focus and we can proudly say that many of our supervisors and country managers started off as chat operators.

Below you will find a list with some of the different internal jobs available together with a small description of what the jobs are about:

CHAT OPERATOR
A chat operator writes/answers messages on the chat platform.

FEEDBACKER
A good chat operator with eye for details and quality, can be given an opportunity to work as a feedbacker. As a feedbacker you will check up the quality level of the chat operators like grammar, spelling, interpunction, etc.

CONTENT WRITER
A content writer creates different variations of texts like descriptions, instructions and information.

CONTENT CHECKER
If you are successful in the content writer job you might be promoted to become a content checker. The checker makes sure the content is correct before being published, with focus on grammar, language and style.

EXTENDED CONTENT WRITER
An Extended content writer's job is to write various interesting texts to bring out the curiosity in the receiver. The daily task involves making sure that texts and settings are correctly constructed and set up.

CONTENT SPECIALIST
As a Content Specialist you will have full responsibility for the content writing department.

COACH
A coach's main responsibility is to support chat operators and perform training of new workers among other things.

CUSTOMER SUPPORT AGENT
Every chat platform has a support function to answer customers' questions and provide information to both new and old members and users of the platform.

SUPERVISOR
The supervisors main responsibility is to support the coaches and various administration tasks, statistics, etc.

Approved Operator

Once you are an approved operator **you can work as much as you want and whenever you want.** In the beginning, it may seem slow and you might not receive the number of messages you were hoping for. Please don't be discouraged. This is what we do as a company to help our operators succeed and become more comfortable in answering the messages and be better equipped to use the necessary tools.

Once your coach has verified to us and we see that you are more than capable we will open it up more where you will start to see a significant increase in messages.

In order to keep your account login active, **we require that you at least make 100 messages per week in order to keep your account login**. If you have problems keeping up with writing 100 messages per week, you should contact your coach and we will see how we can solve it.

List of Contacts

One of our representatives will provide you with a list of contacts that you will need to add to your Skype contact list. If you have any questions, go ahead and ask any of the contacts that are active at that time. Always make sure to be logged into your Skype account when you are working.

Quality and Feedback

As an active chat operator, we will continuously give you feedback on your work/messages sent (approximately once a month). By doing so will help you write good messages that can help generate a better income for you.

The main things we will look at and give you feedback about is:

- Numbers of messages sent messages per week compared to the week(s) before
- The average number of characters per message (our policy is to have no less than 150 characters per message) compared to the week(s) before
- How customer and player logbook entries are made; will give more tips & tricks based on the feedback
- Call to action messages; we will give more tips & tricks based on the feedback
- The stopped percentage for the last month
- Grammar and spellings
- The general attitude in conversations

Payment and Salary

When it comes to questions regarding salary, it was described in detail in the email that you initially received. We offer different compensation levels and the more messages you send per week, the more you will make.

We also offer bonus opportunities to earn even more. Right now we are offering the following:

- Answering 500 messages in the first week
- More to come soon!

To find out more regarding the pay and bonus structure, your coach or active supervisor will be happy to go over this with you once you start. Also, make a decision about how you want to receive your salary; **to your bank** or **Yoursafe. Give this information to your coach.**

One more thing:

When you are taking a break or being away from your computer/laptop for more than 5 minutes, please make sure that you log off the platform.

We **DO NOT** allow the use of Auto-Reload Tools.