

Crew Bonus Guide

The Why Behind It All

1. Length: 16:42 + Q&A
2. Who should attend: Entire Team
3. When to use:
 1. 6 weeks after Kick-off Event
 2. Every new hire onboarding
 3. Once a year for training, review, & tune-up

The Intake Call

1. Length: 13:01 + Q&A
2. Who should attend: Everyone who answers the phone
3. When to use:
 1. ASAP
 2. Every new hire who answers the phone
 3. Quarterly training, review, & tune-up

The First Responder

1. Length: 15:01 + Q&A
2. Who should attend: Everyone who arrives on-site first
3. When to use:
 1. ASAP
 2. Every new hire who will arrive on-site first
 3. Quarterly training, review, & tune-up

The Information Relay

1. Length: 03:08 + Q&A
2. Who should attend: Everyone who participated in the Intake Call Training & First Responder Training
3. When to use:
 1. Immediately after first training video (Intake Call/First Responder)
 2. Every new hire who will answer phones or arrive on-site first
 3. Quarterly training, review, & tune-up

The On-Site Agent Rep

1. Length: 08:15 + Q&A
2. Who should attend: Every Job Leader on the Team
3. When to use:
 1. Immediately after the first Partner Agent Creation
 2. Every new hire who will be a Job Lead
 3. Quarterly training, review, & tune-up