

Parameters for EARNING MAGIC® Bucks starting today!

Your Quality Champion Leaders, Managers and Quality Team will be giving you earned MAGIC Bucks!

**QC LEADERS: ALEXANDRA WHITE;SCOTTIE SCOTT; BARBARA SMITH;
THERESA O'CAIN;WENDY NAPPER; APRIL PETERSON; CARLOS PRIMUS: JOANN PITTS**

- 1. Lowest Not Ready Time; Talk Time; Efficiency: Managers to determine these earned MAGIC Bucks**
- 2. Perfect MAGIC Audits and Perfect Call Accuracy Audits (33/100 together) Miriam Falls and Carol Ragon will hand these earned MAGIC Bucks out**
- 3. Receiving a Compliment: Bridget Lytton gives these out**
- 4. Going “over and above” for co-worker or Customer: Your QC Leader: manager and QA’s gives these out**
- 5. Offering the VRU: Miriam Falls; Carol Ragon; managers and QC Leaders will distribute these earned MAGIC Bucks**
- 6. Flexibility for each other (willingness to work each others shift, when needed) QC Leaders will give these bucks**
- 7. Willingness to help out, when needed by Managers and co-workers; Managers and QC Leaders to give these bucks**
- 8. Supervisor Turnarounds: a callback made by a Senior or customer calls back before the Senior has a chance to call!
You handle the call and the Save the Senior the callback. This can be done with probing and asking the appropriate questions.
Remember, you have the same resources as your Senior. If it requires some leg work, check with your Senior and see if they can do the leg work for you.
Your Seniors will determine this opportunity and give this earned buck.**

There will be many opportunities for chances to earn MAGIC Bucks! Our MAGIC Store will be open for 2 days! Wednesday, August 27th and Thursday, August 28th!

Look for monthly flyers that will say what we have in our store!

Carol Ragon and Miriam Falls