

*121*girls.com

Adult Operators Manual

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Welcome

First of all welcome to 121girls.com and thank you for your interest!

By receiving this manual you have shown an interest in becoming a Freelance Chat Line Operator with us. This is a fantastic opportunity for you to make a healthy income from the comfort of your own home.

121girls.com is a well-established and reputable company that has been providing chat-line services since the 1990's. This manual contains all that you need to know to be a successful Chat Line Operator. It is important that you read and understand all parts of this manual before completing your application to become an operator.

You must be over 18 to work on any of our services.

To show you our confidence in our business, we make the following promises to you:

We **guarantee** no hidden costs. You will never have to pay a penny to join us.

We **guarantee** there are no minimum working hours. You simply log on as and when you want for however long you want

We **guarantee** that we will not disclose any of your information to anyone, your number is never advertised and it is kept 100% confidential.

This makes us the number one choice when it comes to providing earning opportunities for our operators.

What is a Self Employed Chat Operator?

A Self Employed Chat Operator is a great way to earn some extra money as well as providing a service from the comfort of your own home. You can log in to take calls at the times you want for however long you want. When you are logged into the system you are responsible for answering the calls to the callers and providing the callers the services offered.

In order to work for us you must have the following:

- A landline number of which you can use to receive calls.
- Over 18 years of age.
- A current account or PayPal account of which we can use to pay you.
- Internet Connection.

By signing up with 121girls.com, you agree that you will work on an Ad-Hoc / Casual Basis and are paid for the minutes you have spent talking to the caller, you are also agreeing that you are not an employee of the company nor do you have the rights to Sick Pay, Holiday Pay or Pension Rights. You are responsible for your own Tax and National Insurance payments.

For more information about being self-employed, please visit:
<http://www.hmrc.gov.uk/selfemployed/register-selfemp.html>

When filling out the application form, please take the time to read it and make sure it has your correct information, any fields with missing / wrong information could cause delays in your application process.

In order to be the best you can and in turn be able to achieve the best hold times and interact with our callers successfully, you will need to possess certain qualities:

- **Temperament:** it is vital as a successful operator, to be able to use the right tone and attitude towards our callers.
- **Communication Skills:** the ability to be able to interact with others is key. You should have the skills to lead the calls and provide enough material to ensure the call never goes stale
- **Open Minded:** As an operator you will be exposed to explicit content, strange fantasies and caller's everyday life in general. The ability to be able to embrace and entertain the callers' fantasies is very important.

If you feel you possess these qualities, you are the sort of individual we are looking for.

The job which you have applied for is a Freelance Chat-Line Operator, where you will be working from your own home. You will work on an ad-hoc / casual basis. You will be paid for the actual minutes you have spent talking to callers.

As a Freelance Chat-Line Operator, you are not an employee of the company and are not entitled to Sick Pay, Holiday Pay or Pension Rights. By signing up with us you confirm that you are responsible for your own Tax and National Insurance payments.

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Pay Information

Unlike many other companies in our field, 121girls.com offer competitive rates that are paid straight into your bank or PayPal account on a weekly basis.

Our pay week starts on a Monday at 9.00am and finishes on the following Monday at 08.59am. You are paid a week in arrears for the work you have done.

We process payroll on a Monday* and your earnings should be with you by the following Wednesday*.

*please note that these days are subject to bank holidays.

Payment Options

Direct Bank Transfer:

We can pay your earnings directly into your bank account.

Please note that this account **MUST BE A CURRENT ACCOUNT**. If you prefer we pay you into a savings account please provide us with the Reference number along with the Account number and Sort Code (you may have to ring your bank to get the reference number).

PayPal:

We are also able to pay directly into your PayPal account. If you have not set up a PayPal account but prefer this payment method please visit <https://www.paypal.co.uk/uk> to set one up, ensuring you pay attention to their fees. This is a quick and simple process and means we can pay you simply by using an email address.

The Rates of Pay

The pay rates are calculated as follows:

All calls lasting up to 5 minutes = 10p per minute

All calls lasting between 5 & 6 minutes = 12p per minute

All calls lasting 6 minutes and above = 15p per minute

You are paid per call for the minutes you talk to the callers at the rates listed above. You will receive a weekly email that gives you a summary of your total earnings for that week. You can check your earnings during the week by visiting: <https://portal.chat-jobs.com> .

How the System Works

Below is a quick guide on how 121girls.com works.

Please remember that you must have a Landline telephone with no voicemail in order to receive calls. Agents with voicemail found on their phones during operational hours will be suspended from the lines.

Once we have received your completed application form you are issued an AGENT CODE and a SECURITY CODE. These codes are what you use to log onto the system. Your 'Agent Code' is your unique personal identification number that you can give to callers who wish to speak to you again. Your security code is your password for logging onto the system.

Your First Time Logging on:

The logging on system is very easy to use.

When you call 0161 686 1256 to log on to our system, you will be prompted to enter your agent code followed by your security code. Once you have done this the system will recognise that you are a new agent and prompt you to record your greeting messages for the groups you have chosen; if you have chosen more than one category to be entered into, you can keep the message the same or cater them for the specific groups.

You will only have to record a message for each group once; don't worry, you're able to change it at a later date.

If you are stuck for what to say in your greeting message, **please go to page 10 in the 'Training Zone'.**

What Our Callers Hear:

The caller is put through to their chosen agent via an automated system; this means that the caller has control of what reader they choose. We have listed below, an example of what the caller hears.

Having called our service the caller will be given three choices:

1. They will be asked if they want to browse the operator greetings that are available and online now.
2. Talk to their favourite or regular operator: They will be asked to key in their regular operator's Agent Code;
3. Be connected to the first available operator.

Either most callers want to talk to their favourite, regular operator, or they want to browse the personal greetings of the operators who are online. Your voice and greeting message play an important part in the decision that the caller makes. If you would like more information, **please go to page 10 in the Training Zone.**

Taking Calls:

While you are logged on to our system, you have a responsibility to answer the calls coming through to you. When you are logged on your phone will ring if a caller selects you, you will know what type of call the caller wants as you will hear a whisper prompt that will play when you answer the phone. For example you may pick up and hear 'Chat call' this indicates the caller expects a Adult Chat Call

You must try to answer every call put through to you from our system. Ensure to give the caller your agent code so they can talk to you again.

Logging Off:

It is important that when you do not wish to take any more calls, that you log off the system. So if you decide to take a break or go out you **MUST** log off first. If you do not log off calls will continue to be put through to you when you are not there, and this can lead to unsatisfied customers.

When you log out of the system for the first time, you will be prompted to record an Offline greeting message. This is the message that callers, who have entered your agent code to specifically talk to you, will hear when you are not logged onto the system and are not available. We suggest a short message to let the caller know when you will next be logged on. Ensure that the date & time that you give will be accurate, as this will enable you to keep regular callers.

PLEASE NOTE: A customer has the option to end the call at any time and choose someone else to talk to. Sometimes the caller may be shy or may change their mind about talking to you right after they hear your voice. Do not take offence if someone disconnects. Just wait for the next call. Everyone has different tastes and there will be other callers who will love speaking to you.

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Agent Categories

We have a variety of call groups that you can choose to take calls from. When filling in your application form please think carefully about the types of calls you will like/feel comfortable with taking. Below you will find explanations on the category types:

Chat:

ALL agents are entered into this group. The calls from this group can range from clean chat to more explicit. Some callers may call this number and actually want a domination call.

Black/Asian:

This is a category for callers who would like to speak to Black and Asian Operators

College Girls:

This is a self-explanatory group, the callers are looking for girls who are at college age but please remember to be careful and ensure all calls are within the rules and regulations. For more information please refer to the Code of Conduct.

Domination:

This usually involves you dominating the call and the caller. This will require a strong character and the ability to customise but always remember to listen to the caller's desires and wishes. Many men like to be dominated and in some cases mildly humiliated. They like the female to have control and issue commands.

Granny:

A very popular category designed for men who have fantasies about elderly women.

Hot Babes:

This is for men who like Page3 looking girls.

Lesbian:

This is a category for callers who have fantasies about either speaking to a lesbian about explicit encounters they have had or fantasies about having two women.

MILF's:

This category is for callers who like women that have experienced child birth. They may want to know anything between how big your breasts got while lactating, to the pain experienced during labour.

Please note that you cannot be in two conflicting groups i.e. Granny and College girls. To make this easier to understand please refer to the table below:

	Black / Asian	College Girls	Domination	Granny	Hot Babes	Lesbian	MILF's
Black / Asian	X	✓	✓	✓	✓	✓	✓
College Girls	✓	X	✓	X	✓	✓	X
Domination	✓	✓	X	✓	✓	✓	✓
Granny	✓	X	✓	X	X	✓	✓
Hot Babes	✓	✓	✓	X	X	✓	X
Lesbian	✓	✓	✓	✓	✓	X	✓
MILF's	✓	X	✓	✓	X	✓	X

Rules and Regulations

How Our Services are Regulated:

The premium rate numbers we offer are regulated by PhonePayPlus, the independent committee responsible for regulating all premium rate phone services. It is a non-profit making organisation financed by the industry.

In line with PhonePayPlus regulations and legal requirements, all calls are recorded and may be monitored.

As a chat operator you must adhere to the set standards which are contained this manual.

The guidelines we set for you come directly from those set for us by PhonePayPlus. It is in your own interest as an operator to follow the guidelines outlined below, as failure to do so could result in the termination of your contract.

Remember that:

- PhonePayPlus has a ZERO tolerance attitude towards breaches of the guidelines it sets.
- By breaching these guidelines you may not only jeopardise your own position as a Chat Operator, but it also affects the company as a whole.
- Guidelines are NOT OPTIONAL. So please strictly keep them in mind at all times.

You will find that once you have these guidelines in mind they will become second nature to you but keep the manual to hand just in case!

Please see overleaf the PhonePayPlus Code of Conduct

PhonePay Plus Code of Conduct

PHONEPAYPLUS CODE OF CONDUCT

All Chat-Line operators must be over 18 years of age.

Operators must actively discourage callers from seeking or giving out surnames, places of work, addresses or telephone numbers, or arranging or attempting to arrange any meeting while connected to the service.

Operators must use all reasonable endeavours to prevent persons under the age of 18 years of age from taking part in any live conversations.

If an operator has any reasonable grounds to suspect that the caller is under 18 years of age the following procedure must be adopted:

- Ask the caller their age and date of birth
- Ask the caller any such questions which the operator thinks appropriate
- If the caller hesitates in responding, the replies are inconsistent or the operator is still not satisfied, then the caller should be regarded as being under the age of 18 and the call should be terminated.

If a caller has been connected to the live service for a significant amount of time without speaking, he/she must be prompted to speak, and if he/she does not speak, he/she must be disconnected.

The operator must take reasonable steps to identify and cut off calls made without the permission of the person who pays the telephone bill.

- Any caller who appears to be using the Live Service excessively, either by making a large number of calls or one or more very long calls, should be warned by the operator of the potential cost of the call(s).
- A caller who having received such a warning, stays on line, should be asked whether they are responsible for paying the telephone bill or have permission to use the telephone line. If there is any reason for the operator to doubt the truth of the response, then they should terminate the call.

On rare occasions callers may want to talk about illegal activities. Under no circumstances are you to engage in such conversations. These include drug abuse, bestiality, underage sex and rape. You should also end the conversation immediately if the caller becomes abusive. In such cases never enter into an argument. Simply inform the caller that such conversations are not allowed and that if he persists you will terminate the call.

If you are not comfortable with the call or the caller is abusive then inform the caller that you are terminating the call and immediately inform your Supervisor. If at any time you are not sure of anything and need guidance just contact your Supervisor. They are there especially to help you. All calls are recorded in line with the PhonePayPlus requirements and at all times Supervisors and Monitors can see how many operators are logged onto the system and how many are on calls. The Supervisors and Monitors will at times listen in to calls for training and security purposes.

If a caller has a major problem and is in need of help remember that you are not a trained professional counsellor so refrain from giving advice, but encourage them to seek professional advice as soon as possible.

The Training Zone

This section is to help you. You will find everything here from greeting message tips to the types of callers you may be talking to.

Creation of a Character:

Creating a character is vital. It gives you a person to work from and build on. A character allows you to indulge in your own or the callers' fantasies. From the research we have done the more interesting your personality the more useful it will be in assisting you in generating the longest calls possible.

A few things you might like to think about when creating your character are:

Name: Picking one name that is the same throughout all categories you are in works best.

Back Story:

It is important to think up a back story for your character as callers may ask questions and this is a fantastic tool to have to refer to and potentially make calls longer. Include things like;

Age, Hair Colour, Size and Measurements, Career, Location and Interests.

Setting the Scene:

Once you have got your character created, the next thing to think about is the scene.

Ensure the scene is set so that you are as comfortable as possible. Make sure you are relaxed and in a place where external noise won't be an issue. For phone chat it is important to think about the tone of your voice because that is your selling point to the caller. This is what they will mainly be drawn to, and if they feel at any point that you are disinterested or bored they will not call back.

What Makes a Good Introduction Message:

The introduction message is vital to the success of any operator. The difference between a good introduction message and a poor one is massive. It is the tool you have at your disposal to attract the incoming callers. This section will outline all the qualities you will need in creating the best possible introduction message.

Before you set out to record your introduction, ensure that you are in the best possible environment and frame of mind. These are a few tips to help:

- Ensure you are comfortable
- Are in a quiet surrounding that has no external noise or background music
- Make sure you are nice and relaxed
- Prepared material will help ensure you are confident about the content
- Practice what you are going to do a few times before you actually record it for the first time

Hints and Tips for Your Message:

- Start talking in your introduction straight away and have impact! A great way of doing this is to have an attractive tone, so remember to look at the tone you are using. Research has shown that the first few seconds of an introduction are the most important for callers when making their choice. Any silence may hinder your chances.
- Sounding confident and clear, record your intro when you are alert to make sure you are at your best and ensure your introduction message sounds natural and not rehearsed. Don't read it from a script, practice before hand. Once you have your first message recorded, give it a listen and see what you think. If you're not happy with it, don't worry, you can record it again.
- Think about customising the language and content used to match the group e.g. use a dominating tone for the domination group. Customisation and tailoring everything you do as an operator, is very important because you are giving the caller an experience they want to receive.
- Remember that staying in character throughout your messages is very important. Make sure you know your character inside and out and that you are completely comfortable being this character at all times, as some calls can last for extended periods of time.
- When it comes to the content of the introduction itself, it helps to include a brief description of your character, for example "I'm blonde, blue eyed with nice round tits" would be enough. This should not be your whole intro, just a part of it. From many of our operator's experience, creating more of a sexual intro as opposed to a non-sexual intro has proven more successful in picking up more callers...this is an "Adult" chat service after all!
- All messages should be a reasonable length. From our research we have found that a 15-20 second long introduction seems to be the perfect length. Please note messages can be longer but avoid going over 30 seconds as callers can find it too long and may get bored.

Right so now you have a good idea about how to plan and execute your introduction. Below are some introductions that highlight good examples of what to do.

Examples of Introduction messages:

Domination:

"I'm mistress Fantasia. I love to be obeyed and I want you on your hands and knees so I can punish you because you've been a bad boy haven't you. I'm an experienced mistress who enjoys humiliating and punishing disobedient guys so come on over now, don't you dare keep me waiting! I've got my leather whip here ready for you!"

College Girls:

"Hi guys. I'm Kelly, a ripe young 18 year old who can't wait to have a man's cock in my mouth. I haven't had much experience but I'm willing to learn. Would you teach me how to suck your dick? *giggle* I'm all wet just thinking about it, working myself up over here, come and join me and get your hands on my wet young pussy!"

How to have a successful call:

From our research into callers wants and needs we have found that calls that contain the following skills are the most successful in creating repeat business. You do not have to use these tips but we think it's just useful to have the information at hand.

Ask Questions!

To begin with, you can start off with light questions such as "how's your day been?" in order to help relax the caller. When the call becomes more sexual and the caller is not very forthcoming you can use open questions such as "what do you want me to do?", "what positions do you enjoy?" This will provide you with valuable information about the caller and the sort of things they are looking for and the best way to continue the call.

Quick Thinking!

This will allow you to quickly create the fantasy the caller is looking for and keep them interested which will keep them on the phone! This could be anything between the scene you put yourself in (bed, bath, living room, friend's house) to what you are wearing and doing.

Listen to the caller!

Listen to the sort of language the caller uses i.e. if the caller calls you babes or darling try also using these words. Also if they ask you to do something like say their name etc. This immediately can help you generate a bond with the caller and make them feel connected to you

Be Imaginative!

Creativity is a must when thinking about such things as storytelling, wearing different outfits such as a school girl uniform, nurses, maids etc. It is important to always keep things fresh and different so the caller has a desire to come back to you time and time again.

Use Props!

You may feel silly doing it but using household objects Use appropriate sexual noises but not to an excess. Also look at household objects that can be used for sound effects to create more of a realistic experience i.e. an electric toothbrush for the sound of a vibrator

Caller Identification:

From our research the best way to identify the type of caller you have is to ask them some broad questions at the beginning of the call and judge by their responses which type of caller they are. Some examples of good questions to ask are:

- What are you looking for?
- What can I do for you?
- What kind of things are you into?
- What turns you on?
- Tell me about your fantasies?

Based on the responses of the callers, you should be able to identify the following types of callers:

***If answers are quite vague and short:* Nervous Nigel**

Nervous Nigel may be reluctant to start the call. They will probably find it hard to enter into a sexual call and to keep the call going. They may find it difficult to let you know what they want.

***If answers are quite direct and the caller does the talking:* Confident Colin**

This caller knows what they want and will be more likely to take control of the call from the start. They may do most of the talking, describing scenarios to you rather than the other way round. They will probably go quite quickly into a sexual call and may be quite explicit in the language they use and the scenarios they want/create. They will be more likely to want to do sexual things to you, rather than have them done to them

***If answers are quite explicit with a lot of description:* Hard core Harry**

Knows what they want and will be quite graphic about it. They will use hard core language and expect the same in return. Scenarios will probably be more explicit. They will probably want more sound effects and sexual noises from you. They will want you to have a lot of interaction in the call. This call may go straight into a sexual chat.

***If answers involve specific fantasies and some role play examples:* Kinky Kevin**

Knows what they like sexually and is likely to be very kinky and descriptive about it. They may like to create scenarios and role plays with your input and ideas. The caller may request if you have certain types of foods such as chocolate, whipped cream etc. They also may want sound effects such as spanking, vibrator etc. They will want a lot of interaction from you so bare this in mind.

***If answers are none of the above:* Average Joe**

There will be nothing that stands out about what this caller wants. He will probably be happy with you leading the call and describing yourself. Sexual terms may not be particularly explicit and the call would be of a more general nature sexually. This caller may want to simply listen to what you are saying so be prepared to do most of the talking and be descriptive!

Please note: These are broad caller types and you may find callers who don't fall into these categories. If your caller doesn't fit exactly into one of these categories, try and identify if he has any link to any of these caller types and use that to help you with your call. A caller may also fall into two categories; they may be a Hard core Harry and a Confident Colin.

How to hold a call with specific callers:

Nervous Nigel

Start

- Try to build up a rapport with the caller asking them open questions. This usually puts the caller at ease.
- Ask general non sexual questions, e.g. "where are you calling from?", "How was your day?"
- Try to gather as much information sexually about the caller by asking soft sexual questions such as "what turns you on?", "Do you have any fantasies you've always wanted to try out?"
- If the caller is still vague at this point; try mentioning different things you could do to get a feel for what they likes.
- Once you have enough information about what they like sexually, take control of the call.

Middle

- Create a scenario for the caller based on what you have found out about their likes. Describe what you are wearing, what you are doing etc...
- Mirror any language they use, for example what they refer to their genitalia as, what they call you etc... This will create a connection between you both.
- Use their name throughout the call.
- Keep reassuring them that you are enjoying the call.
- If the caller goes quiet then check they still like what you are doing and is enjoying the call.
- If the caller at this point doesn't sound as if they are enjoying the call, try changing what you are doing slightly. Perhaps ask them again what they would like.

Confident Colin

Start

- Ensure you use the callers' name as often as possible as this will make them feel important and in control.
- Once it is clear that they want a sexual call, you can be a bit more explicit in asking what they want you to do.
- Listen to what they want and tell them how exciting that sounds and how horny it makes you feel. Avoid sounding taken back or nervous by anything they say, this may put them off.
- You may want to take a slightly submissive role at this point but still stay confident.

Middle

- During the sexual call be prepared for the caller to do most of the talking. Avoid interrupting the caller.
- Always sound appreciative of what they are doing or describing.
- Continue to use the caller's name as and when appropriate.
- Be prepared to answer their questions and requests

Hard-core Harry

Start

- Ensure with this type of caller you avoid asking too many open questions. If they have insinuated from the start of the call that they want to dive straight into a sexual call, it is best not to ask questions.
- Avoid talking about things that are non-sexual.
- This type of caller may request for you to use explicit words to describe yourself or them so always be prepared.
- Avoid using clinical terms for sexual parts i.e. vagina, penis; using more explicit words would be more appropriate.

Middle

- Ensure you use quite hard-core sexual noises.
- Talk the caller through what you want to do with them in great detail.
- Keep telling the caller how much you love what they are doing/you are doing to them

Kinky Kevin

Start

- Ensure with this type of caller you ask good questions to find out his fantasies.
- Ensure you listen to this particular caller and requests as they may be bizarre.
- Listen to what they want and tell them how appealing that sounds and how frisky this makes you feel.
- Avoid sounding taken aback or being offended by anything they say that maybe unusual, this may put them off.

Middle

- Ensure you role play for this particular call i.e. being blindfolded, spanked tied up etc.
- Create scenarios around what the caller s fantasies are.
- Mention your kinky experiences that relate to what the caller wants to talk about. Mirror the language and words the caller uses i.e. lick/suck/kiss/caress.
- This type of call requires interaction so ensure you engage with the caller. It also requires quite a bit of concentration to maintain the fantasy for the caller.
- Keep reassuring them that you are enjoying the call.
- It is important you stay in character and in the role/fantasy at all times, even when the call is ending.

Average Joe

Start

- Ensure you make this caller feel at ease and ask general questions, trying not to insinuate anything sexual until he requests this.
- Ensure you engage with the caller.
- Pick up on what the caller is saying and respond accordingly. Try to be chatty and friendly.
- Reassure the caller you re appreciative of his call.

Middle

- Use their name as often as possible.
- Ask the caller if they have any particular fantasies.
- Try and talk about foreplay, describe every movements and sensation you're feeling.
- Be prepared for the call to start non sexual but if they decide to enter a sexual call later on in the call don't sound taken back or uncomfortable with the sudden change of subject

Knowing callers fetishes:

It may become clear that the caller may want to lead the call in a particular way. Everyone has their own preferences when it comes to sex and some of these may be considered a little more hard-core or unusual.

Now many of you would have heard of or have experience in many of these fetishes but it is still worth making sure you know at least something about as many fetishes as you can. At the end of this manual we have provided some very useful links that can help you to gain information about fetishes.

The more knowledge you can gain and the more interests you can cater for, the more callers you'll get. As well as volume, if you pander to their desires, research has shown that this is where the longest calls can come from and therefore can make you the most money! A key tip here is as soon as you enter into a sexual call ask the caller if they have any particular fetishes or fantasies so you can tailor the call accordingly.

REMEMBER! You are the one in control, so if any point you are not comfortable with the material you do not have to continue with it and can direct the caller to the main menu if they do not want to change from the subject matter. Also keep a look out for illegal material as well!

How to handle difficult callers:

From time to time you may encounter a call that may be abusive or wishes to talk about illegal content. Although this is not a normal occurrence you need to be made aware of how to deal with a call like this if one presents itself to you.

First of all **do not argue back!** Try your best to cool the situation down and do your best to diffuse the moment. Empathy is a good trick here so tell the caller you are sorry and suggest if they are unhappy maybe they would prefer to choose another agent.

If this doesn't work and the caller is still abusive you may kindly inform them that you are ending the call and then you may hang up.

Once you have hung up please make a note of the date and time of the call and inform the office immediately on 0203 362 3012.

It is important that you do not take this personally. The caller is not having a go at you, although it may appear that way sometimes. Remember you are a fantasy figure and none of it is a reflection on the real you!

If you should receive a call that appears to be silent give the caller a reasonable amount of time to say something. If that is unsuccessful ask the caller two questions and if, after those two questions, you receive no answer you must end the call immediately.

Creating your Web Profile for our website

Your web profile is a great way to potentially get more callers and then hopefully more money by advertising your services online.

For ideas on what to write on your profile please look at our website www.121girls.com

When creating your web profile things to keep in mind:

- We only accept photos that are of you or that you own the rights to.
If you don't want your photo to be used a purchased photo set will be chosen for you.
- Once a photo set is uploaded, and has been up longer than a week it can't be changed for 2 months.
- If a photo has a face this will always be your characters face for as long as you work for us.
This is because to change it would confuse callers (for example you can't go from a Blonde MILF to a Brunette College girl.)

121girls.com

Additional Hints, Tips and Advice.

- Don't be afraid to experiment with the use of sound effects.
- Don't be discouraged if a caller hangs up on you and remember there's always someone else wanting to speak to you.
- Put yourself at ease and relax before taking calls; this always works.
- If working long periods of time e.g. 8pm to 1am try taking short breaks in-between.
- Remember there are always callers online so you won't miss out. Also ensure you log off every time you take a break.
- Try to stay enthusiastic when taking calls; this will show and create a much better atmosphere and longer calls for the caller and yourself.
- Try to challenge yourself to get an extra minute or two from each call e.g. if a call is 5min try to aim for 6min (Remember if you increase your minutes you'll be earning more).
- Avoid doing distracting things such as cooking, cleaning or ironing etc. as your full attention should be on the caller.
- Avoid taking calls in a noisy environment. It always works best if you're in a quiet area of the house with no distractions. Not only does it help your concentration but it also ensures you do not put the caller off.
- If a caller asks you for unusual requests that you are not comfortable dealing with, avoid simply hanging up and politely tell the caller you're not comfortable, generally they are okay with this. Advise them if they return to the menus they will find someone who is able to deal with that request.
- Even though you're self-employed it's worth setting aside hours you can work regularly this way you create a routine and are more likely to build up your regulars as they know when you're going to be online.
- Always stay professional; being abrupt or rude is never good and will not be accepted. If a call lasts more than 6 min, which is the average, remember you're doing something right.

Useful Links:

We have trawled the web for the most useful resources for you. From sound effects to sexual language, it's all here:

The Sex Dictionary: <http://www.thesexdictionary.com>

Erotic Stories: <http://www.shorteroticstories.com> / <http://www.lushstories.com>

Some Domination Advice: www.uk-mistress.com

Sexual fetishes: <http://www.thefetishlist.com/definitions.htm>

Contact Information

Number to call to log on and off:

0161 686 1256

If you are unsure of anything or if you need assistance please

contact us on:

0203 362 3012

(Support team available 9am – 5.30pm Monday – Friday)

0161 285 1281

(Out of Hours Support)

Email: info@chat-jobs.com

My Agent Code:/...../...../.....

My Security Code:/...../...../.....