📞 TELEPERFORMANCE PHONE SCREENER SCRIPT

1️⃣ OPENING (COMMON SCRIPT)

👩‍💼 **Phone Screener:**
Hello, good day! May I speak with **[Applicant Name]** please? 😊

👨‍💼 **Applicant:**
Yes, speaking. / This is him/her.

👩‍💼 **Phone Screener:**
Hi! This is **[Name]** from the **Teleperformance Recruitment Team** 📞
We received your application from one of our online partners.

Is this the best time to reach you?

✅ POSITIVE RESPONSE FLOW (INTERESTED APPLICANT)

Step 1 – Applicant Interested

👨‍💼 **Applicant:**
Yes / Okay / Sure

👩‍💼 **Phone Screener:**
Great! We just want to confirm if you are still interested in applying for a **BPO / Customer Service position with Teleperformance.**

Step 2 – Applicant Confirms Interest

👨‍💼 **Applicant:**
Yes / I'm interested

👩‍💼 **Phone Screener:**
Perfect! 🎉
I will schedule you for an **onsite application at the nearest Teleperformance site.**

📌 Referral Declaration (Important)

👩‍💼 **Phone Screener:**

Please remember this important instruction when you visit the site.

Kindly declare your **referral source MUST BE:**

👉 **Business Partner**
👉 **Olympuz powered by Edward Belacse Career Consultancy Services**

This is required so you can qualify for the:

🎁 **Welcome Hiring Bonus**

Bonus details can be claimed through:
📹 TikTok — **@olympuz_PH**

⚠️ Important Bonus Rule

👩‍💼 **Phone Screener:**

Also please take note carefully.

Do not entertain any other promoter, recruiter, or referral outside the official recruitment office.

If someone approaches you, simply inform them:

👉 You are already invited
👉 You already have a referral source
👉 **Olympuz powered by Edward Belacse Career Consultancy Services**

If another referral is used, your **Welcome Hiring Bonus will be forfeited.**

If you have questions or concerns, you may visit:
📹 TikTok — **@olympuz_PH**

📍 Site Scheduling

👩‍💼 **Phone Screener:**

For me to schedule you, may I know **when is the best time for you to visit us onsite?**
(**TP IT Park**)

👨‍💼 **Applicant:**
(Answers)

👩‍💼 **Phone Screener:**

Alright, thank you so much for the information.

I have already **scheduled your appointment**. If you are unable to attend your schedule, just message me so we can **reschedule your appointment.**

Please bring the following:

✅ Valid ID
✅ Resume (if available)
✅ Ballpen

📧 Email Confirmation

👩‍💼 **Phone Screener:**

After this call, you will receive an **email from our recruitment team** to **confirm your interest and application** 📧

Please make sure to:

✅ Open the email (check **All Mail / Spam**)
✅ Follow the instructions carefully
✅ Reply or confirm if required
✅ Complete the steps to continue your application

Your application will only proceed **after completing the email instructions.**

📌 Referral Reminder

👩‍💼 **Phone Screener:**

And again, during your **onsite or virtual interview**, please declare your referral source as:

Business Partner → Olympuz powered by Edward Belacse Career Consultancy Services

so you can receive the **Welcome Hiring Bonus** 💰✨

📌 Follow-Up After Hiring

👩‍💼 **Phone Screener:**

Once you get hired, please **message or call us immediately** so we can help you **follow up and process your Welcome Hiring Bonus.**

This is important so we can **verify your referral and ensure your bonus will be released properly.**

✅ Closing

👩‍💼 **Phone Screener:**

Thank you, **[Applicant Name]** 😊
We look forward to seeing you at **Teleperformance.**

All the best!

❌ NEGATIVE RESPONSE FLOW

Case 1 – Applicant Did Not Apply / Cannot Remember

👨‍💼 **Applicant:**
I don’t remember / I didn’t apply / Not sure

👩‍💼 **Phone Screener:**

No worries 😊

Your information was forwarded by one of our online sourcing partners who help advertise our job openings.

If you are not interested, that’s completely okay.
We will simply delete your information from our recruitment list and you will not receive further calls or messages.

But before we do that, would you like to hear the job opportunity first? 👍

If Applicant Says YES → move to Positive Flow

If Applicant Says NO

👩‍💼 **Phone Screener:**

Alright, thank you for your time.

We will remove your data from our list.

Have a great day! 😊

⚠️ HESITANT RESPONSE FLOW

Case – Applicant Unsure / Busy

👩‍💼 **Applicant:**
Not sure / Maybe / Busy

👩‍💼 **Phone Screener:**

That's okay 😊

This application includes possible:

- **Priority scheduling**
- **Partner endorsement**
- **Welcome Hiring Bonus**

So we recommend continuing the process first, and you can decide after visiting the site.

Would you like me to reserve a slot for you?

If Applicant Says YES → proceed to Positive Flow

If Applicant Says I'll try / Not sure about attending

👩‍💼 **Phone Screener:**

That's okay 👍

I will still reserve your slot so you will have priority scheduling.

Just make sure to follow the email instructions so your application stays active.