

Case - Lucy Bernadette - GB4314202 feedback

You are receiving this message because we have received the following feedback, please read through this message carefully and follow its advice.

Country	United Kingdom
User	Lucy Bernadette - GB4314202
Type	feedback
Is urgent?	no
Number of messages done for the week	150
Number of characters done for the week	150
Last active at	2025-07-22
Advice	Initial training advice

Reasons

Reason #1

"Hello! Welcome to the company, you have passed your first fifty messages! Please note, you will receive one week of probation.

You may now start sending messages!! PLEASE READ THIS ENTIRE MESSAGE AS IT INCLUDES EXTREMELY IMPORTANT INFORMATION. THIS WILL HELP YOU TO DO YOUR BEST AND AVOID UNNECESSARY DEACTIVATION.

When contacting the feedback department, please provide your ENTIRE worker ID when e-mailing us. It should be the SUBJECT of your e-mail. Your WORKER ID starts with US, AU, CA or GB. It is the ID that you use to log into Chat Home Base. Your e-mail will be taken care of FASTER if you provide us with that ID at the start of the conversation.

So how can you be a fantastic operator?

Tip 1: Always send a call to action! Ask questions in order to get a quick reply. One strong question is better than many small questions!

Tip 2: Answer all of the questions that the customer asks you! Don't ignore the customer, show them you are genuine and interested in what they have to say!

Tip 3: Give the user a lot of compliments! Be Friendly! Customers can be rude, but remember, we want to make them feel good!

Tip 4: Skim the conversation to avoid asking the same questions over again and check the log! By logging important details, we know what to avoid, and we can engage in consistent conversation.

Tip 5: Google is your best friend. Do you not understand a reference or a phrase a customer is using? Google it! Always make the customer feel understood to receive better response rates.

Tip 6: Be exciting! Try to make your messages unique and interesting so that they stand out to the customer. Take the time to engage them with thoughtful questions. The feedback team knows when you are looking for random questions to ask men on Google, try to spice things up

so they don't sound generic when you talk to a customer! You can be deactivated for not sending interesting messages.

USEFUL TIPS AND DIRECTIONS: Remember the importance of asking an interesting question to the target audience, which will stimulate them to answer again and create a lasting and interesting conversation. You must show great interest in the target audience, ask relevant questions, and focus on them, they must feel that they have been chosen, and selected and that they are special. The higher your quality, the easier it will be for you to earn! Please make sure to always read the last few messages of the conversation and check the log book to provide an appropriate and relevant response.

We will also be employing a daily conversation check. All conversations being had on the platform will now be checked each day and operators will be subject to a temporary deactivation if their issues are too severe for just a regular feedback message to be sent out.

Thank you and welcome aboard!"

Reason #2

"How is feedback handled?"

The feedback team has a seven-warning method in place.

1st and 2nd: Has room for improvement

3rd Warning: Has room for improvement

4th Warning: Needs immediate improvement

5th Warning: 24 Hour Suspension

6th Warning: 48 Hour Suspension

7th Warning: 72 Hour Suspension

If your account is flagged a 8th time, your account will be permanently terminated.

Clean Slate

The clean slate happens every two months. Here is a schedule for the clean slate:

January 1st – All Warnings Removed

March 1st – All Warnings Removed

May 1st – All Warnings Removed

July 1st – All Warnings Removed

September 1st – All Warnings Removed

November 1st – All Warnings Removed

Please note, in the instance of extreme issues (not reading messages, sending random messages, agreeing to meet customers, sending e-mail addresses, sending phone numbers, copy/paste, being rude to a customer, rape, suicide, drug abuse, incest, physical violence, asking for money, extremely poor English skills, dating, initiating a meet up with a customer, and more) deactivations can happen without warning and are not reversible.

FAQ on 24, 48, and 72-hour suspensions. *** Suspensions are never removed from your account regardless of when the Clean Slate occurs.

24, 48, and 72-hour suspensions are sent for the following offenses:

Being on your sixth warning – consider this your warning to slow down and truly pay attention to your work to avoid permanent deactivation.

Using the phrase “My Dick” - When a moderator refers to themselves having a penis or infers that the client’s penis belongs to them, they will receive an automatic 24-hour deactivation. If the moderator continues to use the phrase, the moderator will be deactivated permanently.

“Come over” – If you ask the customer to come over, the customer will treat this as an automatic invitation to meet them. This is an automatic 24-hour suspension.

Compliance with Illegal – If you are caught acknowledging, encouraging, or participating in a conversation that includes illegal activities (bestiality, child abuse, rape, pedophilia, drug abuse, and more), but not to an extent where you are actively participating in the conversation, your account will be suspended for 24 hours.

Location Too Specific – Providing an actual home address for the client is strictly forbidden. You must only provide a city or a town to the customer.

Location Too Far – Providing a location outside of the 30-60 minute window that we suggest as a response.

Not A Real Location – Making up a location or providing the name of a place (such as a park, theme park, restaurant, or anything that is not a city) is a 24-hour suspension.

No Location – Failure to provide a location to a customer comes with the following penalties:

1st Offense – 24-hour suspension

2nd Offense – 24-hour suspension

3rd Offense – 48-hour suspension

4th Offense – Automatic Termination

Severely Misleading – Any message that softly agrees to meet the customer, suggests a time in the future, or anything of this nature comes with a 24-hour suspension. Severely misleading comes with the following penalties:

1st Offense – 24-hour suspension

2nd Offense – 24-hour suspension

3rd Offense – 48-hour suspension

4th Offense – Automatic Termination

Wrong Name: Using the wrong name for the customer comes with a 24-hour suspension.

Time Zone Not Location: If you tell the customer the time zone rather than the location, you will

be given a 24-hour suspension.

FAQ on automatic deactivations.

As mentioned above, your account can be closed for a variety of reasons. Here are some of the biggest offenses that can get your account deactivated:

Copy-Paste: When messages contain commonly repeated phrases consistent with other messages the moderator sends out, they become no longer unique. Each message must be unique.

Dating: Agreeing to a date, asking to arrange a date, and telling the customer that you will meet at a specific time are all considered dating.

Illegal Subjects: It is not allowed to answer minors or talk about subjects like physical violence suicidal acts or money. Sharing personal information or informing the customers that you are a moderator is prohibited. (For example, telling that you are getting paid for chatting or asking for money)

Random Messages: Instead of engaging in genuine conversation with the client, a moderator sends a random or generic message that does not apply to the conversation.

My Dick: When a moderator refers to themselves having a penis or infers that the client's penis belongs to them, they will receive an automatic 24-hour deactivation. If the moderator continues to use the phrase, the moderator will be deactivated permanently.

Poor Quality: If your messages are not of a high enough quality, your account can be terminated. If your messages sound like broken English, show signs of a severe disconnect from the English language, are rude, you consistently send messages that turn the customer away, do not exhibit attention to detail, appear to not understand your job, or send a multitude of messages lacking substance."

Reason #3

Unfortunately, your message to the target was not engaging. Remember the importance of asking an interesting question to the target audience, which will stimulate them to answer again and create a lasting and interesting conversation. You must show great interest in the target audience, ask relevant questions, and focus on them, they must feel that they have been chosen, and selected and that they are special. The higher your quality, the easier it will be for you to earn! Please make sure to always read the last few messages of the conversation and check the log book to provide an appropriate and relevant response.

When telling the target that you are unable to make it then give him a believable excuse and don't be vague. Saying you have something to do comes across as a rejection. Please bear in mind that your assignment is to entertain the target, boost his ego and make him feel special,

with adult and casual conversation. Please refrain from sending messages that could mean the end of the conversation.

It goes back on the 22nd so that wouldn't work could you meet me after work today

10:18 Sun, Jul 20, 2025 — 2 days ago

I have something I have to do in the house after work, baby. Does it have to be today, love?

GBENA4314202 10:19 Sun, Jul 20, 2025 — 2 days ago