

Acorn Services NALY Employee Charter

This charter basically dictates some ground rules that must always be followed. Breach of the charter could result in disciplinary action or even legal proceedings [can you believe it? we can afford lawyers!]

Support is to be provided through support tickets and support tickets only

Do not answer any questions with regards to the company, the sniper, snipes or pricing unless it is in a support ticket. This means no providing support over Discord, no offering approximations of pricing over Discord etc. If it is remotely related to customer support [i.e. something only someone in the position you are in could do], then it must be in a support ticket.

No special treatment - to anyone

Every customer must be given the same treatment. Friend or foe, they must receive the same treatment. This means that appraising names must be done based on the name and not the person. Further, it also means that you cannot queue customer snipes to your own accounts – they must create their own cheerful.ninja account if they want to use our service. They must also follow the same procedure as any other customer.

No leaking of information

The information you are given is for your eyes only. Any discussion of the information you are privy to with others that are not allowed access to such information is strictly not tolerated. If an outside user cannot see the information, you shouldn't talk about that information.

Represent the company and represent the company well

When talking on behalf of the business, consider the company values and make sure your messages reflect the business especially when discussing the business with others. Make yourself presentable in the public eye of the internet and avoid being toxic.

Be responsible for your actions

If you make a mistake – that's fine, they happen. Don't sweep it under the rug. Fully make leadership aware of the mistake made and then take steps to rectify the mistake wherever possible. In other words, if you make a mistake then sort your mistake out and try not to make leadership do anything as part of resolving the mistake.

Use your common sense

If you have to question whether you should do something, you shouldn't.