

# Month One - Building Your Foundation

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## Your Core Focus Areas

Your first month is about building confidence with the fundamentals. You'll spend most of your time in training sessions, practice scenarios, and gradually taking on real customer interactions with support nearby.

## Week One Recap and Week Two Goals

By week two, you should feel comfortable navigating our main systems. You'll start taking simple calls-account balance inquiries, payment confirmations, and basic questions-while a team leader monitors and provides feedback. These calls are selected specifically because they're straightforward and help you build confidence.

## Understanding Our Products and Tariffs

You'll dive deep into Good Egg Energy's product lineup. We'll cover the differences between fixed and variable tariffs, how our green energy options work, and what makes our time-of-use plans unique. You'll learn not just what we offer, but why customers choose each option and how to explain benefits clearly.

## Weeks Three and Four: Expanding Your Skills

As the month progresses, you'll handle more call types: meter reading submissions, direct debit changes, and service address updates. Each new call type comes with training and practice before you handle it independently. You'll also start learning our escalation procedures-recognizing when to involve a team leader and how to do so smoothly.

## Quality Monitoring and Feedback

Your calls will be monitored regularly, and you'll receive constructive feedback. This isn't about catching mistakes-it's about helping you improve. You'll have weekly one-on-ones with your team leader to discuss what's going well and where to focus your development efforts.

## Building Your Knowledge Base

Start creating your own quick reference guide. Jot down common questions, where to find specific information, and keyboard shortcuts that save time. Many successful agents keep a personal notebook with tabs for different topics-billing, technical issues, tariff information, and complaints handling.

## Realistic Expectations

By the end of month one, you should feel comfortable with basic calls but won't know everything-and that's perfectly fine. Experienced agents still look things up and ask questions. The goal is to know where to find answers and when to ask for help, not to have everything memorized.

## Red Flags to Watch For

If you find yourself consistently confused about the same topics, speak up. If you're struggling with the pace, tell your team leader. If you're feeling overwhelmed by certain call types, that's feedback we need to hear. Early

intervention prevents small concerns from becoming big problems.

### **Celebrating Progress**

Take time to recognize how far you've come. In four weeks, you've gone from knowing nothing about energy supply to handling real customer calls. That's significant progress. Focus on your improvements, not perfection.

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