



Call Monitoring and Recording Acknowledgement

During the course of ordinary business, members of the management team or their designee may listen in and/or record phone lines to ensure employees are being respectful and responsible to customers. Calls may be monitored or recorded for training purposes to critique customer service skills and to provide feedback on job performance as needed. This form serves to inform employees that they may be monitored or recorded at any time during phone calls without notification.

In addition, customers will be notified of possible monitoring through the provision of “this call may be monitored or recorded for quality assurance and training purposes,” or something to that effect.

This form acknowledges that you understand and agree to the Herd Enterprises, Inc, DBA Broward Factory Service and BFS Home Warranty guidelines on service phone call monitoring and recording for the purposes of customer service training and job performance feedback.

Employee Signature _____

Name (Print) _____

Date _____