

IMPORTANT!
**PLEASE READ THIS DOCUMENT
FULLY BEFORE STARTING WORK
AS A PSO**
(And refer to it often)

PSO USER MANUAL

Note: this manual contains language of an adult nature which some readers may find offensive.

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Welcome

Welcome to Xcorp Ltd. We are a UK-registered company that serves the adult entertainment market through adult telephone, text and webcam services, as well as one of the biggest recruiters of adult entertainment operatives in the UK.

This PSO (Phone Sex Operator) user manual is designed to help and guide you to the best way of making a good income through adult phone chat. It provides information, advice and tips on best practice and we strongly advise you to read it thoroughly to get the best out of your new PSO job.

We know you will be keen to get started, but please do have a good read through this manual, and keep it handy so that you can refer to it easily.

What is a Self-employed Phone Sex Operator?

As a self-employed PSO (Phone Sex Operator), you will work from home using your home phone line, at hours to suit. This involves receiving forwarded phone calls from our adult customers and engaging in sexual and non-sexual conversations. Your own details, such as your real name, your location or your phone number are NEVER revealed to anyone.

Technically you are not "employed" by Xcorp, but rather you contract to us as a self-employed person and are therefore responsible for your own tax affairs. Your local tax office will be happy to advise of your obligations should you have any questions regarding your tax position. (We regret that Xcorp are not qualified to give tax advice).

A good PSO will possess the following qualities:

- **Good Attitude**

it is very important to maintain the right friendly and inviting tone and temperament towards callers.

- **Communication Skills**

Being able to keep a call going, using your initiative and 'growing' the conversation is essential. Long silences and awkwardness result in short calls and less earnings, so the ability to think fast and expand on conversations is a must.

- **An Open Mind.**

You will very likely be exposed to highly explicit content, unusual fantasies and perhaps boring every day information too! You need the ability accept and embrace the caller's requirements (though we do have rules to protect you against certain subjects – this will be explained later in the recruitment process). You also need the integrity not to giggle / laugh at some of the caller's requests. (This is a natural side-effect of embarrassment, but you will be professional enough to rise above that).



When should you log in?

When are the busy periods?

These can vary, but statistically evenings, late evenings / early hours are busy, especially towards the end of the week and the weekend, however, that does not mean there are no calls to be had during the week / week days.

Be in the right frame of mind.

Do not login unless you are in the right mood! It's important to be relaxed, happy and without distraction to achieve the best results. If you are feeling unhappy or anxious then wait until you are in the right mood!

Take breaks!

If you're tired and cranky it's going to reflect in the quality of your call with the customer. Make sure you take breaks (log out using the control panel when you take a break). You'll come back fresher and more ready for the next call and this will pay dividends in the quality and length of the call with your customer.

Plan your hours.

Whilst being a PSO provides great flexibility, it's also a good idea to plan your working schedule. This discipline will help you separate work time from play time and your regular repeat customers will get a good idea of when they are likely to be able to call you next, and repeat customers are very important for you.

Logging in and logging out.

By now you will have received, the login details needed to log yourself in to PSOHUB and receive incoming calls.

You will find the main PSO login panel at <http://www.psohub.info>



The image shows a screenshot of the PSO Hub login interface. It features a light blue background with the text "PSO Hub" at the top left. Below this, there are two input fields: "Email:" followed by a white rectangular box, and "Password:" followed by another white rectangular box. To the right of the password field is a small button labeled "Log In".


Simply enter your email address and password as given to you during the recruitment process.

(When you login to PSOHUB you are **not** automatically making yourself available for calls – you must make yourself available by clicking the Call Control Panel. This by default is set to "Not Available" when you login).

Main Login Control Panel *(Persona details are for example only)*

You are: Victoria (26)

Your clients ring **0203 476 2993** Your extension is: **453**



Turn Ons
My favourite turn-ons are, listening to people telling me their naughtiest fantasies, taking dirty, big hard throbbing cocks, tight wet little pussys and making boys and girls cum

Fantasy
My favourite fantasy is having a naughty threesome in public, a big strong hard dicked man and a beautiful curvy woman, being fucked by a cock from behind in a public car park whilst licking pussy and making her squirt in my face

Fetishes
I have fetishes for leather, a female wearing a sexy leather dress or a man wearing tight leather pants, any type of piercing, being dominated or submissive and having sex in the most naughtiest, dirtiest places

Role Play
My favourite role play is being dressed as a secretary in a short tight dress, high heels and being bent over a hard wooden desk before being fucked hard and my ass being spanked by my boss for being naughty

Naughtiest Sexual Experience
My naughtiest sexual experience was when I had a dirty threesome with two men. I was strapped down to the bed and hand cuffed as I sucked one big hard dick as my pussy was fucked and pounded by the other

Naughtiest Secret
My naughtiest secret is..... Sorry its a secret! But if you ring me up and persuade me I might just tell you

[Download the PSQ User Manual](#) (last updated: 28/05/2013 12:36PM)

Welcome Donna Wagstaff

Current earnings period:
Saturday 1st June to Friday 7th June


Minutes on calls: **0** (£0.00)
Messages Answered: **0** (£0.00)

Last period:
Saturday 25th May to Friday 31st May

Minutes on calls: **0**
Earnings: **£0.00**

Messages Answered: **0** (£0)

You are set as NOT AVAILABLE



Click above to become "AVAILABLE"

Last incoming call was: Tuesday 30th April 2013 at 11:25PM [REPORT IT](#)

[Email Support](#)

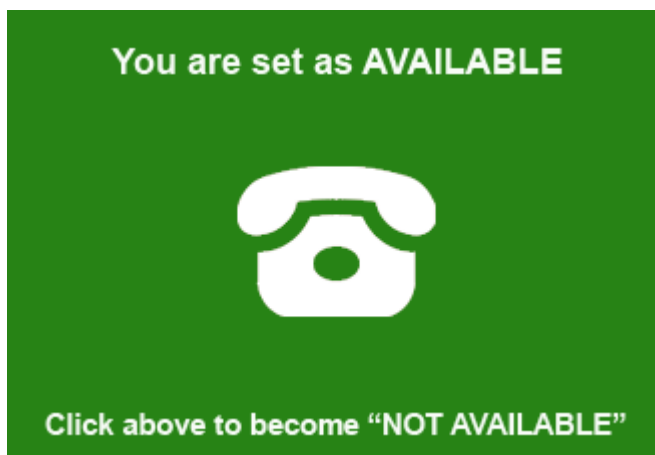
The main control panel is designed to allow you to leave up on your screen during calls if you wish and if circumstances allow, meaning that the photos and description of you that customers can see and read is also visible to you, so you can remind yourself of your various fetishes and likes as well as your photos and be familiar with this information if the customer mentions any of it.

You will also be able to see your current earnings (this information is updated roughly every 30 minutes to an hour – so most recent activity might not be immediately reflected).

When you log in to PSOHub you are **not** automatically making yourself available for calls – you must make yourself available by clicking the Call Control Panel. This by default is set to “Not Available” when your login.



When you click the above panel, it will set your status to “Available” and will look like this:



When you are set to “Available” your persona is actively advertised online, you are live on the system and can expect to receive calls whilst set to this status.

Clicking on the above panel will set you back to “Not Available”. – Always set to “Not Available” when you wish to stop taking calls. – Closing the entire browser / screen will **NOT** automatically log you out; you must click on the above Call Control Panel to dictate your status.

Please note that when you are set to “Available” you are expected to answer calls in 3 or 4 rings or risk losing them. Continued delayed response in answering calls may ultimately cost you your PSO position, so always click “Not Available” if you need to be away from your phone for any period, and **remember you must set “Not Available” status when you finish your shift, or calls will continue to get forwarded to your home phone.**

IMPORTANT - TAKE NOTICE

IF ANY CUSTOMERS ARE GREETED BY YOUR ANSWERING MACHINE / VOICE MAIL BECAUSE OF YOU FAILING TO ANSWER A CALL OR PROPERLY LOGGING OFF, YOUR PSO POSITION WILL BE TERMINATED WITHOUT NOTICE

Receiving Calls

When you are logged in, and your status is set to available then calls can be forwarded through to you. NEVER allow any children to be present or any animal noises or other distractions to be around you when you are set to available.

When calls come through to you there will be nothing to distinguish them from any other call whilst your phone is ringing, however, upon answering the call you will hear the following:

"You have an incoming call from PSO Hub. Press the hash key to accept this call"

You must press the # key within 5 seconds to accept the call.

IMPORTANT:

The call would have been forwarded to you because you are set as "available to take calls". **Failure to press the # key and accept the call will result in you being automatically logged out of the system and potentially jeopardise your position as a PSO, if this is found to happen on multiple occasions.**

You must set yourself as "not available to take calls" when you wish to end your session / no longer take calls.

Reporting an abusive call

Within the main front end admin screen, underneath your Caller Control Panel, you will see a line of text showing the time and date of your last incoming call and a link to report it.

If you get an abusive caller you should hang up immediately and use this link to report the call to us. You will be invited to type some text explaining the reason you reported it. This information will be passed to us for immediate investigation.

Rules & Regulations – IMPORTANT

Before begin as a Phone Sex Operator you MUST read the following.

Failure to adhere to these rules can result in the immediate termination of your position.

1. SPEAKING TO UNDERAGE CALLERS IS NOT PERMITTED AND IS ILLEGAL.

Should a caller be, or if you suspect they are, under the age of 18, you must advise the caller you are not permitted to continue the call and politely advise them that you are going to have to end the call, and then disconnect. Avoid using any sexual language before you are satisfied that the caller is over 18. If you suspect the caller is underage, ask them for their age and then their date of birth and base your decision on their answer. For your convenience, a date of birth sheet is attached, so you may check that they give the correct age for the correct year. Callers who hesitate about their date of birth are usually underage. Even if the caller says he is over 18 but you do not believe them, you

should disconnect the call. If you are not sure, ask him some more questions, such as what does he do as a job, what he did last night etc. In this way, you can clearly hear his voice, assess his answers and make your decision accordingly. If you do not believe your caller is over 18, tell him clearly that you do not believe he is and that you must cut him off for that reason and then disconnect him. This rule is not restricted to only the beginning of the call. If you were comfortable with the caller at the start of the call but later begin having doubts due to the nature of his voice or conversation, it's never too late to check with him on date of birth! Some examples of things he may say may be "I was at college yesterday" "It's the holidays so..." "I was around my friend's house playing Ps3". Should the caller be underage please also pass his details, the time and date of the call in an email to **info@psohub.info** and it will be dealt with upon receipt.

2. SILENT CALLERS

Silent callers must be warned that if they do not talk, they are going to be cut off. Several chances should be given to these callers to talk before disconnection, but this should not take more than 20 seconds. Coax the caller to speak if possible. If not, warn them they are about to be disconnected and let someone else get on line. An example of trying to encourage them to talk would be "Hi baby, this is X. Who do I have on line? Hi, I'm sorry I can't hear you honey, please can you speak up? If you don't say hello I am going to have to disconnect. Please just say hello to me. I'm sorry I still can't hear you, so I must disconnect you. Sorry babe."

3. TREAT ALL YOUR CALLERS EQUALLY

All callers must be handled equally with regards to their age, sex and race. No racial comments must be made. If you cannot understand your caller because he has a foreign accent, please make this clear to him. Ask him to speak more slowly and clearly and have another go. If you can't understand a word he says, tell him so and tell him you will just talk to him and take control of the call, but try not to ask him too many questions if you can't understand the answers! Religion is also a topic not to be discussed.

4. POLITENESS

However annoying a caller is, never lose your temper, insult him, threaten him, swear at him, or generally upset him. If he is abusive, warn him that you are going to disconnect him first, then do it. Do not give as good as you get! You must always remain calm and polite. See also "How to deal with abusive callers", later in this manual, for details.

5. NEVER GIVE OUT ANY PERSONAL INFORMATION (such as email, actual addresses or telephone numbers or any personal information) about yourself or anyone else who is a contractor for the line. This is for your own safety. The callers are aware that this is not a dating service and that this is strictly a chat service.


6. DO NOT GIVE CALLERS OUR COMPETITORS' NUMBERS TO CALL.

Do not give out any website or email addresses or give your caller any promotions of any kind. Any operator found doing so will have their contract immediately terminated.

7. MAKING AGREEMENTS WITH THE CALLER TO BOOST YOUR EARNINGS IS STRICTLY PROHIBITED. If any operator is found to be making arrangements like these with callers, they will have their contract immediately terminated.

8. YOU MAY NEVER MEET A CALLER OR LET HIM THINK THAT YOU MIGHT

Under no circumstances should you meet, or arrange to meet with any of your callers. Neither should you lead the caller into thinking that meeting you in real life is a possibility. Many of your regular callers will try to insist on this. You must firmly tell them that this is against regulations and that you are not permitted to do so.



9. DELAY

Do not delay callers, put them on hold or make them wait at all. Do not leave your phone while you are logged in. The max waiting time any caller should wait should be 15 seconds. Anything over this is considered a deliberate delay.

10. DRUNKEN CALLERS OR CALLERS ON DRUGS

Sometimes, particularly late at night, you may get a caller who is a little the worse for wear. Treat your caller patiently and politely and be clear with them if they are slurring or you can't understand them. Ask them to slow down, speak up, or try to speak more clearly as appropriate. If needs be, do most of the talking yourself. Callers who state they are on drugs must be warned that they should not continue this line of conversation or they will be disconnected. If they persist then disconnect them. You must never encourage a conversation about drugs or experiences on drugs, nor must you let your caller discuss this.

11. COMFORTABLE ENVIRONMENT To support the above, callers should feel they are in a comfortable and confidential environment, with no fear of repercussions in using the service. Never make your caller feel inadequate.

12. GENERAL REMINDER AND REPORTING PROBLEM CALLERS TO US

Calls regarding racism, violence or abuse are not to be encouraged or tolerated whether it is regarding the caller, operator or any third party. If a caller tries to talk about any of these topics, firmly tell him that you cannot have this kind of call. Should the caller persist then terminate the call. You will see that on your admin control panel there is a feature to report the last call you took. – When you click this a box will open allowing you to type a message to us explaining why you are reporting the call. Hitting submit will send your message to us, together with a recording of the call, so that we can review the conversation and take appropriate action.

IMPORTANT - TAKE NOTICE

NEVER GIVE A CALLER YOUR OWN PERSONAL CONTACT DETAILS SUCH AS PHONE NUMBER, EMAIL ADDRESS OR ANYTHING ELSE. NOTE: IF YOU SOLICIT ANY PAYMENT / GIFT FROM CALLERS YOU WILL BE IMMEDIATELY BANNED / LOSE YOUR EARNINGS.

SPECIFIC REGULATIONS REGARDING SEXUAL TOPICS

NEVER START TALKING ABOUT SEX UNLESS you are sure the customer wants this type of call and that you are satisfied that they are over 18 years of age.

1. DO NOT DISCUSS ANY SUBJECT THAT CONCERNS CHILDREN OR UNDERAGE SEX

As we cannot speak to callers under the age of 18, we also must not discuss any type of sex involving people under the age of 18, be that you, your caller or a third party. Examples of this would be acting like a schoolgirl, pretending you are 14, answering questions about what age you first began thinking about or having sex if when you did so, you were under the age of 18. For callers that like school uniforms you can refer to this as "a college girl's uniform" and make it clear that you will not play anyone underage. Likewise, callers that want to play the part of children are not allowed - the minimum age they should play should be 18.

You should not be able to hear any children in the background of any call, either on your side or the caller's. If you can hear children on a call, tell your caller clearly that you will not continue the call and must disconnect him, and then do so.



2. DO NOT DISCUSS ANYTHING RELATED TO SEX WITH ANIMALS.

You should also never be able to hear any animals in the background of any call, either on your side or the caller's. If you can hear an animal on a call, tell your caller clearly that you will not continue the call and must disconnect him, and then do so.

3. INCEST

Do not talk about having sex with any family members or allow him to talk about this. Do not play the part of a mother, sister or other relative. Do not accept it if he wants to be called "Daddy" or "Uncle"

4. NO RELIGION

No calls should feature religious subjects. You should not play a nun, for example.

5. NECROPHILIA

There must be no discussion about having sex with dead people!

6. VIOLENCE OR CRUELTY

Do not talk about any kind of extreme abuse such as cutting, hanging, suffocation or any other dangerous practices. Discourage the caller from talking about any of those, particularly in domination calls and make it clear that you are only talking about a fantasy and not things that you want the caller to do in real life. Also, avoid telling your caller to insert anything anally, again unless you make it clear it is a fantasy.

7. WATERSPORTS and SCATOLOGY

Do not talk about these categories if you feel uncomfortable or it's getting disgusting. Water sports is an acceptable topic (if you are comfortable), but Scatology is not.

8. SEX ON DRUGS

Drugs as a conversation are off limits. If callers say they are off their heads on some substance, you must NOT discuss this, admit to taking drugs or tell them you approve. You may say that you are not allowed to talk about drugs.

9. PROSTITUTION

Prostitution is illegal and therefore should not be discussed as a desirable topic. Also, please do not play a prostitute in a role play scenario.

10. ANYTHING ELSE ILLEGAL, VILE OR DISTASTEFUL

You do not have to talk about anything which most people would consider to be revolting or distasteful that is not included in the above list. You should not discuss anything else that is illegal, even if not included in the above list.



Your Persona

Remember that you are playing the part of the persona that you choose during the recruitment stage of your application.

This is the character that you will be playing during your time with us. No other PSO's will get to use that persona whilst you have it. So, look to develop the character, to try and cover all questions callers might ask you. If necessary, keep notes using the notes sheets we have provided in this manual.

Back story:

It is important to think up a back story for your character, as callers do ask questions and this is a fantastic tool to have which will help you achieve longer calls. So, some of the things you might want to think about include:

- Age
- Hair Colour
- Size and measurements
- Any outstanding features
- What makes you different from the rest?
- Career
- Location
- Personality type - submissive/dominant etc.

Scene Setting

OK, so now you've got a character, the next step is to think about setting the scene. Ensure the scene is set so that you are as comfortable as possible. Make sure you are relaxed! It's very important you are in the right frame of mind before you start taking calls. Ensure you are in a comfortable environment where there is no external noise.

For Phone chat, it is important to think about the **tone** of your voice because that is an important factor in immediately connecting with the caller. For text chat the use of language is the important factor.



What it takes to have a successful call with a customer

General introduction

In this section, we will clearly outline what it takes to have a successful and long conversation with a caller.

To start off with, you will see a selection of general tips that we think calls should include/avoid. Then we go into ways in which you can identify different types of callers and the comparison of the differences between sexual and non-sexual calls, which will be backed with both good and bad examples.

Finally, we will explain the best way for you to handle difficult callers.

As with introduction messages, we have spent time listening to and analysing a selection of calls from many operators - both high and low performers.

GOOD elements a call SHOULD contain:

First, make sure you are comfortable before you start taking calls and that you will not sound tired over the phone, as callers can sense this and may decide to end the call.

Make sure you are completely in character from the start of the call.

Ensure you introduce yourself, as this usually makes the caller feel at ease. Also, sound clear and confident with a sexy and appealing tone so the caller is engaged right from the start of the call.

STARTING YOUR CALL

1. A SOFT HELLO

The first word you will say when you greet your caller is "hello". Believe it or not, even the word "hello" can make a difference as to whether your caller stays on line or not! Say "hello" clearly but with a soft, friendly sounding, non-threatening and enticing voice always, unless doing a domination call. This will stop callers being put off and hanging up.

2. GREETING YOUR CALLER and YOUR OPENING INTRODUCTION

Your caller should say "hello" right back at you. If he doesn't, say hello again. If he still doesn't speak, follow the guidelines in the REGULATIONS sections on encouraging silent callers to speak.

If your caller does speak, you now want to be sure he is over 18. To do this, you need to clearly hear his voice. Start chatting with him but do not make any references to sex or start a sexual chat and do not use words like "horny" before you feel sure that he is over 18 and can stay on the line.

If you do not think your caller is over 18, follow the guidelines in the REGULATIONS section on underage callers.

Once your caller has said hello, greet him with your character name, using your voice to match that of your created character. Give him your extension number in case he gets cut off and tell him a bit about yourself.



SPEAK SLOWLY AND CLEARLY. Try and speak at least 20% slower than you normally would in real life. This helps you sound relaxed, allows you to put pauses to think of where to go next in the middle of sentences if you need them, and stops the caller from hurrying along.

3. MOVING INTO THE CHAT

Keeping your pace slow and consistent at the beginning of the call is important. This allows you to speed up at the end of the call and build some momentum.

Try and lead the call so there are no long silences.

Ask open questions.

To start chatting, ask your caller OPEN questions. These are questions that he cannot simply answer "yes" or "no" to. These questions are important as they help relax the caller, to feel comfortable with you and, depending on his answers, help you assess what kind of caller this is and what state he is in, for example bright, relaxed, horny, in a hurry, drunk etc. Also, the more you can hear his voice at this stage, the more quickly you can assess him and get a picture of what he is like. Some examples of open questions are;

- How are you feeling tonight?
- Whereabouts are you calling from?
- What have you been up to tonight?
- Whereabouts in the house, are you?
- How old are you?
- What do you look like?
- What are you wearing?
- What have you been up to at work today?
- What do you do as a job?



You can ask several questions depending on the willingness of your caller to chat. If he is huffing and puffing and clearly impatient, then just ask 2 or 3. If he is responsive and seems to be enjoying the chat, go for more. From any of the above, you could also move into sexual chat at any time, but DO NOT move into sexual chat if you do not have to and do keep chatting away with your caller!

If a caller seems to want to go straight into a sexual call, you may enter it if you are satisfied that your caller is over 18. In this case, you may avoid asking too many non-sexual questions and hop onto sexual questioning (see below).

Avoid asking callers if they are married, have kids or are single. This may lead to the caller feeling discouraged to continue the call.

You can also exchange information, so when he gives an answer, you can respond in kind or keep control of the caller by changing its direction and moving towards sexual chat.

Example 1

YOU: "Whereabouts in the house, are you?"

CALLER: "In my bedroom"

YOU: "Mm, are you lying on your bed?"

CALLER: "Yes, I am"

YOU: "Well now there's a coincidence because I'm lying on my bed too. Let me tell you what I look like lying on my bed, shall I?" (Then use description to tell your caller what position you are in and what you are wearing to lead into soft sexual chat).



Example 2

YOU: "Have you been to work today?"

Caller: "Yes I have... earlier on"

YOU: "What do you do for a job?"

Caller: "I work as a painter and decorator"

YOU: "Ooh, do you wear overalls when you paint?" (Move into fantasy about painter turning up at your house and what happens when he sees you get out of the shower)

or

YOU: "Do you have a van? I've always wanted to have sex in the back of a van!"

or

You "Mmm, I really love guys that work with their hands, they are usually great in bed, really know how to handle a girl..."

A great skill is the ability to be able to create scenes and scenarios whilst talking.

4. GETTING INTO SEXUAL CHAT

If you have trouble with this though, after you have asked some clean chat questions you can continue the line of questioning and move into more sexual questions. Here are some examples:

- Have you ever called one of these lines before?
- What kind of girls do you like?
- What turns you on about a girl?
- What is your biggest turn on?
- Who is your ideal woman?
- What kind of sex do you like?
- What kind of man are you? - A boob man? A leg man?
- Have you ever had sex outside?
- Have you ever had a threesome? What was it like?
- Have you ever used a sex toy with a girl?
- Have you got a special fantasy you want us to talk about?
- Are there any words that you want me to use to turn you on?
- When did you last have sex?

This will allow you to quickly create the fantasy he is looking for.

Do not bother asking the caller if he is horny. This question is not needed! He is calling an adult sex line, so it's obvious that he is horny! Also, asking how he is feeling will usually give you the same answer, so miss that question out too!

Look out for clues in what he says to build sexual scenarios. Creativity is key when thinking about such things as storytelling, or applying different outfits such as a college girl uniform, nurses, maids etc. to fit a given fantasy.

5. BUILDING THE CALL

Listen to the sort of language the caller uses i.e. if he calls you "babes" or "darling", try also using these words. If he uses the word "pussy", use that word and not another. This immediately can help you generate a bond with the caller and make him feel like you two are connected. Understand the power of these words, too, pronouncing his chosen "hot" words slowly and sexily and purposefully can get him going, but using them too much and too hotly will have him getting very excited very quickly!

Use the caller's name as often as possible. This helps personalise the call and makes your caller feel special.

Think of becoming a PSO like starting a gym membership. You might not see immediate results, but time and dedication will pay dividends. – In other words, don't expect to see fab results in the first week or two! – just like a great body at the gym, these things take time to build – but you'll get there!!



Look out for his answers to your questions and always listen carefully. Him saying he is on his sofa is a possible sexual scenario. Him saying he works in an office gives you another possible sexual scenario.

Also, you can take yourself to him in the fantasy ("Imagine me coming into your bedroom wearing my little black Basque. I'm going to get down on my hands and knees and crawl across the floor with my peachy bottom in the air")

OR

He can come to you (but be careful he doesn't think he can do this in real life!) "Mm so as you imagine me in that position sprawled out on my big bed in my little red knickers, I want you to imagine you are standing in the doorway watching me"

OR

you can be in fantasyland "Mmm I want you to imagine that we are in a nightclub together, that nightclub that you were at earlier you told me about...and you see me at the bar. I'm wearing a low-cut dress, and I have my long hair tied up so you can see the back of my neck. You can see my big boobs thrusting out at the top of my dress. Looking at them makes your cock twitch in your trousers. You can see a little bead of sweat just glistening on the back of my neck...."

It is important to always keep things fresh and different so the caller has a desire to come back to you time and time again.

Try and have phone sex WITH your caller. Many operators just talk AT their callers and this is not a satisfactory caller experience. Always make sure he is enjoying himself at every stage in the call. Ask him if he likes what you are doing. Ask him where he thinks his hands would be and what they would be doing if you were doing xyz to him.

Use appropriate sexual noises but not to an excess; some moaning and groaning is good, but not for the whole call otherwise the caller will get bored!



LEARN THE POWER OF DIRT AND DETAIL- Making the sex real

One of the most important things to learn and to practice is the art of really good phone sex. This is ultimately why the caller is ringing you and the better you do, the more callers you will have coming back for more. Develop your own style but be aware of the power of hot phrases and words and do not overuse them until the VERY END OF THE CALL. Good sex is not only dirty words; it is the art of combining the dirty words and hot phrases with juicy, realistic detail.

It is the detail and descriptions that you give in the call that make the sex seem real to the caller, so he can see it in his head and it feels like a REAL experience.

HOT PHRASE = Stick your cock into my hot pussy and fuck me baby

DETAIL = Mmm, I want to feel every single inch of that cock of yours inside me. Take your cock in your hand and then imagine that you are pushing it all the way into my tight, hot, wet little pussy. Mmm, I'm lying on my back with my legs spread so wide. Can you imagine what that would look like? Mmm, my pussy is wide open for you baby and you can see how excited my clit is. My big tits are sticking up in the air. I want to feel your hands squeezing around them while you fuck me. And while you do that I'm going to reach up and grab you by the waist to try to pull you into me further. Mmm, that feels so good."

The combination of dirt and detail is important and when you get really good at your sex chat, you will learn to use more detail with one caller and more dirt with another. For demanding callers, give them dirt first. That way, they think they are getting what they want and then slyly stick some detail in. If you are good, they will just enjoy the call and not even realise you are slowing them down. Then just when they think you are not being filthy enough - BAM!! - Some more filth comes their way and then a little bit more detail.... It is the art of these combinations and you reading the caller all the way that will make you not just a GOOD operator but a BRILLIANT one!



DO NOT USE A STRING OF FILTHY WORDS - All this will do is give you less minutes, excite your caller and get him off the phone in less than 3 minutes!

With a bit of preparation, you can also look at creating some sound effects to create more of a realistic experience i.e. making sounds with your mouth to give an oral impression, using objects such as an electric toothbrush for the sound of a vibrator.

6. A FABULOUS CRESCENDO

Keep using dirt and description as you build the call to its final crescendo. As it progresses and you reach the climax, use more dirt and less detail! Interject this with genuine sounding moans and tell the caller how much you like what you are talking about doing.

Vary your moans; there are lots of ways to do it! Gentle moaning, panting, groaning, screaming! And always interject your moaning with hot phrases - do not just moan and groan until the end of the call!

Try to build a rapport with the caller, asking him if he enjoyed himself

Tell the caller how much you enjoyed the experience with him.

Thank the caller for calling and remind him of your extension number. Tell him you really hope you can talk with him again soon. Feel free to tell him when you are usually on line and he can find you if he asks.

Elements calls SHOULD NOT contain:

Sounding disinterested, tired or bored (please don't use the service if you are tired)

Making excessive sexual noises throughout the call

Not listening to callers' requests properly

Being abrupt and coming across unprofessionally

Not asking open questions

Asking too many open questions when the caller just wants to enter into a sexual call

Not tailoring the call to suit the caller

Sounding startled when answering a call

Making assumptions on the caller's fantasies

Taking too much control of the call



Identifying your caller

Based on the responses of the callers at the start of your call, you should be able to generally identify the following types of callers:

If answers are quite vague and short:
You probably have a... **Nervous Nigel**

If answers are quite forthcoming and direct and the caller does a lot of talking:
You probably have a... **Confident Colin**

If answers are quite explicit with a lot of description:
You probably have a... **Hardcore Harry**

If answers involve specific fantasies and perhaps some role play examples
You probably have a... **Kinky Kevin**

If answers are none of the above:
You probably have an **Average Joe**

Please note that these are broad caller types and you may find callers who don't fall into these categories.

Unfortunately, we cannot list every type of caller you could have. If your caller doesn't fit exactly into one of these categories, try and identify if he has any link to any of these caller types and use that to help you with your call. A caller may also fall into two categories - they may be a Hardcore Harry and a Confident Colin.

Be prepared here to use techniques from both caller types to handle those callers!



Overview of different caller types.

Sexual callers:

Shy/Nervous Caller - Nervous Nigel

Nervous Nigel may be reluctant to start the call. They will probably find it hard to enter into a sexual call and to keep the call going. They may find it difficult to let you know what they want.

Confident/Dominating Caller - Confident Colin

Probably already knows what he wants and will be more likely to take control of the call from the start. He may do most of the talking, describing scenarios to you rather than the other way around. He'll probably go quite quickly into a sexual call. He may be quite explicit in the language he uses and the scenarios he wants/creates. He will be more likely to want to do sexual things to you, rather than have them done to him.

Hardcore Caller - Hardcore Harry

Knows what he wants and will be quite graphic about it. Will use hardcore language and expect the same in return. Scenarios will probably be more explicit. They will probably want more sound effects and sexual noises from you. They will want you to have a lot of interaction in the call. There probably won't be a lot of general conversation and will go straight into a sexual chat.

Kinky Caller - Kinky Kevin

Knows what he likes sexually and is likely to be very kinky and descriptive about it. He will probably like to create scenarios and role plays with your input and ideas. A caller may request that you have certain types of foods such as chocolate, whipped cream etc. He may also want sound effects such as spanking, vibrator etc. He will want a lot of interaction from you, so always bear this in mind.

Average Joe

There will be nothing that stands out about what this caller wants. He will probably be happy with you leading the call and describing yourself. Sexual terms may not be particularly explicit and the call would be of a more general nature sexually. This caller probably wants to simply listen to what you are saying so be prepared to do most of the talking and be descriptive!

NON-SEXUAL CALLERS:

Shy/Nervous Callers - Nervous Nigel

Nervous Nigel may be a caller that wants to call for a general chat that's not sexual and this could be on a range of things such as his day, problems he may be going through etc. It's important to be relaxed with this type of call and listen to the caller. He may be nervous so it may be best to start off with asking opening questions to make him feel at ease. Please note; never start talking about yourself unless the caller requests you to, as this could put him off the call

Confident Caller - Confident Colin

This caller could talk about anything in his day-to-day life and may want someone just to listen to what he has to say, agreeing or commenting at the appropriate time. They will probably do most of the talking so put on your best listening ear!

Average Joe

Average Joe will probably want a general chat which could be about anything. These will be your easiest type of calls!



Specific Ideas on Holding Calls with Different Callers.

Nervous Nigel

Start

Try to build up a rapport with the caller asking him open questions. This usually puts him at ease. Ask general non-sexual questions, e.g. "where are you calling from?", "How was your day?"

Try to gather as much information sexually about him by asking soft sexual questions such as "What turns you on?", "What do you like a girl to be wearing in bed?", "Do you have any fantasies you've always wanted to try out?"

If the caller is still vague at this point, try mentioning different things you could do to him to get a feel for what he likes.

Once you have enough information about what he likes sexually, take control of the call.

Middle

Create a scenario for the caller based on what you have found out about his likes. Describe what you are wearing, what you are doing etc....

Mirror any language he uses, for example, what he refers to his penis as, what he calls you etc....

This will create a connection between you.

Use his name throughout the call.

Keep reassuring them that you are enjoying the call.

If the caller goes quiet, then check he still likes what you are doing and is enjoying the call.

If the caller at this point doesn't sound as if he is enjoying the call, try changing what you are doing slightly. Perhaps ask him again what he would like.

Confident Colin

Start

Ensure you use his name as often as possible, as this will make him feel important and in control.

Once it is clear he wants a sexual call, you can be a bit more explicit in asking what he wants you to do.

Listen to what he wants and tell him how exciting that sounds and how horny it makes you feel.

Avoid sounding taken back or nervous by anything he says, this may put him off the call.

You may want to take a slightly submissive role at this point but still stay confident.

Middle

During the sexual call, be prepared for the caller to do most of the talking.

Avoid interrupting the caller.

Always sound appreciative of what he is doing or describing.

Continue to use the caller's name as and when appropriate.

Be prepared to answer his questions and requests.



Hardcore Harry

Start

Ensure with this type of caller you avoid asking too many open questions if he has insinuated from the start of the call he wants to dive straight into a sexual call.

Avoid talking about things that are non-sexual.

This type of caller may request for you to use explicit words to describe yourself or him so always be prepared.

Avoid using clinical terms for sexual parts i.e. vagina, penis instead using more explicit words would be more appropriate.

Middle

Ensure you use quite hardcore sexual noises.

Talk the caller through what you want to do with him in great detail.

Keep telling the caller how much you love what he's doing/you are doing to him

Kinky Kevin

Start

Ensure with this type of caller you ask good questions to find out his fantasies.

Ensure you listen to this particular caller and his request, as they may be bizarre.

Listen to what he wants and tell him how appealing that sounds and how frisky this makes you feel.

Avoid sounding taken aback or being offended by anything he says that maybe unusual - this may put him off the call.

Middle

Ensure you role-play for this particular call i.e. being blindfolded, spanked tied up etc.

Create scenarios around what the caller's fantasies are.

Mention your kinky experiences that relate to what the caller wants to talk about.

Mirror the language and words the caller uses i.e. lick/suck/kiss/caress.

This type of call requires interaction so ensure you engage with the caller. It also requires quite a bit of concentration to maintain the fantasy for the caller.

Keep reassuring him that you are enjoying the call.

It is important you stay in character and in the role/fantasy always, even when the call is ending.



Average Joe

Start

Ensure you make this caller feel at ease and ask general questions, trying not to insinuate anything sexual until he requests this.

Ensure you engage with the caller.

Pick up on what the caller is saying and respond accordingly.

Try to be chatty and friendly.

Reassure the caller you're appreciative of his call.

Middle

Use his name as often as possible.

Ask the caller if he has any particular fantasies.

Try and talk about foreplay, describe every movement and sensation you're feeling.

Be prepared for the call to start in a non-sexual way but if he decides to enter into a sexual conversation later in the call, don't sound taken back or uncomfortable with the sudden change of subject.



Knowing Callers' Fetishes

At the point when the caller indicates that he would like the call to become a sexual one it may become clear that he may want to lead the call in a particular way. Everyone has their own preferences when it comes to sex and some of these may be considered a little more hardcore or unusual.

Now many of you would have heard of or have experience in many of these fetishes but it is still worth making sure you know at least something about as many fetishes as you can.

The more knowledge you can gain and the more interests you can cater for, the more callers you'll get. As well as volume, if you pander to their desires, research has shown that this is where the longest calls can come from and therefore can make you the most money! A key tip here is; as soon as you enter into a sexual call, ask the caller if they have any particular fetishes or fantasies so you can tailor the call accordingly.

Feel free to be honest with your caller. If he mentions something and you don't know what it is, you can't really pretend you do, so just ask him what he means. Admit you have never tried that, but are usually very willing to learn.

How to Handle Difficult Customers

From time to time you may encounter a caller who may be abusive or wishes to talk about illegal content. Although this is not a normal occurrence, you need to be made aware of how to deal with a call like this if one presents itself to you.

First, **do not argue back!** Try your best to cool the situation down and do your best to diffuse the moment. Empathy is a good trick here and tell him you are sorry and suggest if he is unhappy maybe he would prefer to go back through to the main menu.

If this doesn't work and the caller is still abusive, you may kindly inform him that you are ending the call and then you may hang up.

Once this has happened, remember at the end of the call you can use the "Report It" feature under the Caller Control Panel to report the call to us.

It is important that you do not take this personally. The caller is not having a go at you, although it may appear that way sometimes. Remember you are a fantasy figure and none of it is a reflection on the real you!

If you should receive a call that appears to be silent, give the caller a reasonable amount of time to say something. If that is unsuccessful ask the caller two questions and if, after those two questions, you receive no answer you must end the call immediately.

Rates of Pay

Band A:

8am to 8pm:

Weekdays	13p per minute
Weekends and Bank Holidays	14p per minute

Band B:

8pm to 2am:

Weekdays	14p per minute
Weekends and Bank Holidays	15p per minute

Band C:

2am to 8am:

Weekdays	15p per minute
Weekends and Bank Holidays	16p per minute

WHEN WE PAY YOU

We will pay you every Wednesday (by 5pm that day), into any UK bank account you specify, for all calls answered the previous week (Friday 11pm to Friday 11pm). We regret we cannot pay you any other way than UK bank account. – You will be asked for these details when you first log in.

You can view your earnings at any time by logging into the main control panel at <http://www.psohub.info>

Please remember that earnings data is updated every 30 minutes to an hour, and may not reflect the most recent call activity.

Tips

Our customers can pay you tips at their discretion.

PLEASE TAKE NOTE OF THE FOLLOWING IMPORTANT RULES REGARDING TIPS

- **NEVER ask for, or encourage tips.** They are purely an additional means of income that should be treated as a bonus, and nothing more. Any PSO encouraging or asking for tips will be removed from the system **without notice**.
- PSOs receive **50%** of the total tip. (The 50% we deduct has to cover VAT, administrative costs and chargebacks).
- It is forbidden for PSOs to discuss with customers the actual revenue share of tips. As far as the customer is aware, you receive the full amount. PSOs discussing tips share with customers risk losing their account – However, it's fine to be grateful / appreciative to any customer who advises on the phone that they have tipped you).



Useful Tips and Advice to Keep You Motivated

Don't be afraid to experiment with the use of sound effects with phone chat
Don't be discouraged if a caller hangs up on you and remember...there's always someone else wanting to speak to you.

Put yourself at ease and relax before taking calls; this always works.

If you are working for long periods of time e.g. 8pm to 1am, try taking short breaks in-between.

Remember there are always callers online so you won't miss out. Also, ensure you log off every time you take a break.

Try to stay enthusiastic when taking calls. This will show and create a much better atmosphere (and longer calls) for the caller and yourself.

Try to challenge yourself to get an extra minute or two from each call e.g. if a call is 5 minutes long, try to aim for 6 minutes (Remember, if you increase your minutes you'll be earning more).

Avoid doing distracting things such as cooking, cleaning or ironing etc., as your full attention should be on the caller.

Avoid taking calls in a noisy environment. It always works best if you're in a quiet area of the house with no distractions. Not only does it help your concentration but it also ensures you do not put the caller off.

If a caller has an unusual request that you are not comfortable dealing with, avoid simply hanging up and politely tell the caller you're not comfortable. Generally, they are okay with this. Advise them if they return to the menus they will find someone who can deal with that request.

Even though you're self-employed, it's worth setting aside hours you can work regularly. This way, you create a routine and are more likely to build up your regulars as they know when you're going to be online.

Always stay professional; being abrupt or rude is never good and will not be accepted.
If a call lasts more than 7 min (which is the average), remember you're doing something right.



SOME SUGGESTIONS TO GET THE CALL GOING

There are lots of ways of getting a call flowing. Here are some obvious – and not so obvious - ones. See if you can think up a few more – we’ve left some space at the end for you to add your own questions.

- Hi my name is _____, what’s your name?
- How are you feeling?
- Where are you calling from?
- What do you do?
- So, why did you decide to call me today/tonight?
- What do you look like?
- If you could do just one thing before you die, what would it be?
- Are you into playing or watching sports?
- What’s your favourite food / drink?
- How was your day? What did you do?
- What are your hobbies?
- Do you like partying?
- Are you shy or outgoing?
- What are your plans for the weekend?
- How do you show your romantic side?
- What’s your favourite band / TV show / film?
- Who’s your favourite female celebrity and why?
- _____
- _____
- _____
- _____
- _____
- _____

You may wish to print copies of this sheet to take notes during calls. Especially useful for keeping notes on repeat callers.

Caller name

Likes / dislikes

Caller name

Likes / dislikes
