

SAMPLE TELEPHONE SCRIPT

Welcome

Establish rapport: Introduce yourself and your organization by name. Be friendly and welcoming. Smile. You are the face of the organization.

How we use volunteers

When they ask about volunteering, explain how your organization uses volunteers. Engage their interest in your organization. Describe the process for becoming a volunteer. Explain what volunteers do and what training is required, if any. Be flexible if they are offering to do something that have never considered before. Refer the potential volunteer to the appropriate person if you are not comfortable doing it yourself.

More about us

Take this opportunity to share your mission statement and the programs that you offer. Invite them to check out your website, or your volunteer opportunities listed on a community database. Offer to send them information about your organization. Answer any questions they may have about your organization.

How to register/apply/enroll

Make the Ask: Invite them to apply through your regular process; invite them to visit your office if that is part of the procedure you use. Suggest they talk with another staff person in your organization if that seems appropriate.

Make the appointment

Be sure you get their contact information. Invite them to visit your organization or service sites. Involve them in an event. If you do not use volunteers or the skills they offer do not match your needs, refer them to another organization where you know their skills will be put to good use. Or refer them to an online volunteer matching database. Never turn away a willing volunteer.