

# Instruction Sheet for Phone Bank Callers

Many volunteers have experience telephoning for campaigns. However, not all campaigns use the same methods, so it is best to be specific in training and written instructions.

After the first couple days of calling, it may be necessary to revise these instructions, particularly if you find that many volunteers have similar questions which are addressed in the instruction sheet.

*Thank you for helping out with the phones today. This is a great way for us to reach voters. Each phone call is a personal contact for Candidate X, so it should be a high-quality contact. It also is a priority to make as many contacts as possible. Please review the telephone tips below before beginning.*

- Read the script over several times before making calls so it doesn't sound like it's being read.
- Read the candidate information sheet before calling. Keep it handy for general questions. Don't attempt to speak for the candidate or the issue. Write specific questions down and inform the voter they will receive a follow-up phone call in response to their question. Turn in all questions to the supervisor.
- Hang up after the phone rings six times. Make no mark on the phone list. If you get a busy signal - make no mark on the phone list.
- Speak only to the person whose name appears on the list.
- Repeat the name of the candidate as often as possible.
- Mark the telephone lists with a pencil. Mark voter responses once per household next to the name of the voter with whom you spoke.
- If you get a wrong or disconnected number, cross off the number only.
- Mark the tally sheet appropriately as you place each call.
- If someone sounds enthusiastic, ask if they would be willing to volunteer. If yes, fill out a volunteer recruitment card. Verify name and number.

Be friendly and courteous on the phone. Don't be drawn into long conversations, and NEVER argue.