



Greeting: Hello, and thank you for calling [CampaignName], my name is [OpName]. How may I help you today?

- i. Caller Wants to Volunteer
 - a. I can help you with that. I just need to take down a few details from you if that's okay. May I please have your first and last name?
 - b. May I have your company name? (if applicable)
 - c. Thank you, [FirstName]. What's the best number to reach you?
 - d. And what would you like to volunteer for?
 - e. Okay, [FirstName]. I have forwarded your message and someone will reach out to you soon. Thanks for calling and have a great day!
 - i. Send message through.
- ii. Caller Wants to Donate
 - a. I can help you with that. I just need to take down a few details from you if that's okay. May I please have your first and last name?
 - b. May I have your company name? (if applicable)
 - c. Thank you, [FirstName]. What's the best number to reach you?
 - d. And what would you like to donate?
 - e. When would you like to drop off your donation?
 - f. Okay, [FirstName]. I have forwarded your message and someone will reach out to you soon. Thanks for calling and have a great day!
 - i. Send message through.
- iii. All Other Calls
 - a. I can help you with that. I just need to take down a few details from you if that's okay. May I please have your first and last name?
 - b. May I have your company name? (if applicable)
 - c. Thank you, [FirstName]. What's the best number to reach you?
 - d. And what is the reason for your call today?
 - e. Okay, [FirstName]. I have forwarded your message and someone will reach out to you soon. Thanks for calling and have a great day!
 - i. Send message through.