Phone Calls—DOs and DON'Ts

General Tips:

- **DO** keep a list of who you are supposed to call, with room next to each name for comments.
- **DO** make a list of what information you need to get across during the phone call.
- **DON'T** just scribble notes on a piece of scratch paper.
- **DO** save your notes from the phone calls for your records. That way if a NFTYite says later," No one called me," you have records that prove otherwise.
- **DO** ask if the NFTYite received the flier to be sure that the address information you have is correct.
- **DO** reiterate all of the information that was on the flier even if the NFTYite received the flier. Make the phone call as if they NFTYite never received the flier.
- **DO** identify yourself at the very beginning of the conversation and state that you are from the temple youth group.
- **DO** make some small talk, but be sure to cut to the point quickly.
- **DO** make notations on your list specifying whether you talk to the NFTYite, or leave a message on an answering machine, or whether you talk to a parent.
- **DO** make notations on your list specifying whether the NFTYite will come, will not come, or is undecided.
- **DON'T** call the NFTYite too frequently in an effort to reach the NFTYite. Many people have caller ID and so they will know you tried to call 14 times in 5 minutes!
- **DON'T** call NFTYites past 10 PM. Though the NFTYite may still be awake, parents or siblings may not.
- **DO** sound enthusiastic!
- **DO** encourage NFTYites to bring a friend. It's a good way for you to draw in new members, and NFTYites may feel more comfortable coming to events with someone they know.
- **DO** be persistent!!! If the NFTYite says that he/she is not interested in the event that you are calling about, be sure to mention another upcoming event that might interest them, or ask what type of event they would come to.
- **DO** take an interest in the NFTYite so that they will take an interest in NFTY. For example, if the NFTYite says that he/she can't come to an event because he/she is going skiing for the weekend, wish him/her a good time. Ask which resort he/she is planning to go skiing at, etc.
- **DON'T** make the phone call sound too stiff and businesslike. Yes, the phone call has a business purpose, but doesn't have to be too formal.
- **DON'T** call on Shabbat. Some NFTYites will resent a call from a Jewish organization on Shabbat.
- **DON'T** be rude under ANY circumstances, even if the NFTYite is rude to you. Remember that you represent NFTY.

If you get an answering machine or voice mail:

- **DO** leave a message on an answering machine including all of the information you would have given the NFTYite had you spoken in person.
- **DO** leave your name and phone number on the answering machine, and mention that you are calling in connection with the temple youth group.
- **DO** ask the NFTYite to call you to confirm that he/she has received the message and to let you know whether or not he/she will be attending the event.
- **DO** call the NFTYite back if you left a message on his/her answering machine and 24 hours has passed without the NFTYite having returned your phone call.
- **DON'T** leave a message the second time you call the NFTYite, should you happen to get the answering machine again.

<u>If you talk to a family member because the NFTYite isn't home:</u>

- **DO** leave a message with all the pertinent information with a parent in the event that the NFTYite is not home.
- **DO** still ask the NFTYite to call you so that you know whether or not the NFTYite will be attending (and to make sure that the NFTYite received the message, but don't mention that to the parent).
- **DO** leave your name and phone number with the parent so that the NFTYite can call you back.
- **DO** remember to be polite to parents or siblings who answer the phone.
- **DON'T** leave a message with a sibling.
- **DO** ask the sibling when the NFTYite will be home so that you can call back at a more convenient time.