Points when Speaking with a Kettle Volunteer

While the individual who passes your bubble has but a brief contact with the volunteer, the attitude expressed through word and appearance is **VITAL!** To them that volunteer is The Salvation Army. We need to have good representation and that why the following ‘interview’ steps need be implemented.

**PART A – Qualification Questions:**

* Have they done any volunteer work in the past?
* Why do they want to volunteer?
* Where did they hear about our need? – if they have seen/heard get the source and send it to the Special Events Coordinator at the end of the campaign to track our results.
* Do they know anything about The Salvation Army?

*If you have a good vibe from the potential candidate continue to Part B; otherwise direct them to other volunteer positions that they may be better fitted to. If they are interested, mail them a volunteer application form to fill out.*

**PART B – Personnel Questions:**

* Contact information
  + - Name, Address (find out which location would be closest to their home)
    - Phone number
    - Email address (send any information and notify them for next year’s campaign)
* Ensure that they are over the age of 16
* If they are a student, get the name of the school for records

Read below to determine which steps to proceed to next.

**If the volunteer lives in the PRD kettle location area, schedule them in for a shift(s).**

**If we have ample volunteers or they do not live in our area, pass their information onto that areas kettle coordinator. Inform the volunteer of their name and that they will be contacting them to schedule them in. End the call by thanking them for their interest in volunteering with our campaign.**

**PART C – SHIFT QUESTIONS:**

* Any specific locations that they prefer to man?
* Any specific days/times that they prefer to work?
* If not, place them at a location closest to their home and start them at the beginning of the shift.

**PART D – IMPORTANT Information:**

* Inform the volunteer who is before and after their shift, ask them to write it down. This will prevent misrepresentation and any other unforeseen actions that could occur.
* Inform their coordinators name and that their information is on a laminated card in the bag next to the kettle.
* Tell them to dress appropriately and not to wear a hat**,** unless they are outside.
* Information regarding The Salvation Army and other guidelines for volunteers is in the bag next to the kettle.

**PART E – APPRECIATION:**

* Thank them for their efforts and to tell their friends and family that we are still in need
* If it is before the Santa Shuffle or the Festival of Carols inform them of these 2 events to participate in.