



Giving Hope Today

Tips for Kettle Coordinators: How to prepare Bell Ringers to effectively attend a Kettle

It is no secret that an enthusiastic, confident Bell Ringer is more likely to fill their bubble than someone who is inattentive, unmotivated or even nervous. However, not everyone has the natural ability to connect with strangers and effectively solicit donations. It is important to be sensitive to those who may feel intimidated about attending a Kettle. The best way to calm the nerves of an anxious Bell Ringer is to ensure they feel prepared for their shift.

It is the responsibility of the Kettle Coordinator to provide the worker with the following information:

- Have them watch the Bell Ringer Training Video available on YouTube or attend an orientation session.
- Supply them with general information about The Salvation Army and where people can find out more information.
- Inform them about how the funds collected during the Christmas Kettle Campaign will be used. The standard answer should be that "All funds donated will be used for The Salvation Army Family Services within the local community."
- Advise them of the time and location of their shift. It is a good idea to contact Bell Ringers the day before to remind them of their next shift.
- Inform them about what to do if a donor requests a receipt. The donor can write their name, address and phone number on a slip of paper, place it in the Kettle and a receipt will be mailed to them.
- Provide them with contact information in case they require assistance from you or the Corps during their shift.
- Instruct them on what to do in the event of a robbery. Of course the safety of the worker comes first. The incident must be reported to mall security, the police and the Kettle coordinator.
- Advise them of where they can park and where the Kettle will be stored for them to pick-up at the start of their shift.
- Provide them with details regarding Kettle drop-off procedures after their shift including where and when the bubbles will be picked up for counting.
- Advise them concerning washroom and dinner breaks and who will be relieving them, if applicable.