

# Volunteer Phone Script

<p><b>Intro</b></p>	<p>→</p> <p>Hello, this is _____ from _____ (name of the organization). I'm calling in regards to the Good Food Box Program. How are you today?</p>	
<p><b>Scenario One</b></p>	<p>→</p> <p>Caller is to remind the member that the Good Food Box will be on hand for pickup on a specific date.</p>	<p>→</p> <p>I'm calling to remind you that your Good Food Box(es) will be here for you to pickup on _____ (day, month, date) at _____ (location) between _____ (time).</p>
<p><b>Scenario Two</b></p>	<p>→</p> <p>Caller is to remind the member that he/she has not yet paid for the current month's Good Food Box.</p>	<p>→</p> <p>I'm calling to remind you that the Good Food Box from _____ (location) is being distributed soon and we don't have a record of payment on file for you for this month. If you are still interested, a balance of \$10 is due on _____ (day, month, date).</p>

<p><b>Scenario Three</b></p>	<p>→</p> <p>Member has neglected to collect their Good Food Box.</p>	<p>→</p> <p>I'm calling to remind you that your Good Food Box(es) was ready for pickup on the usual day, but you neglected to pick it up. We will hold it for you at _____ (location) for 48 hours until _____ (day and time); otherwise, the food will be donated to a food program in our community.</p>
<p><b>Scenario Four</b></p>	<p>→</p> <p>Member is inquiring about meal ideas.</p>	<p>→</p> <p>When you pick up your order, you will find two to three recipes available with/ included in your Good Food Box.</p>
<p><b>Scenario Five</b></p>	<p>→</p> <p>If someone is inquiring about becoming a volunteer.</p>	<p>→</p> <p>Thank you for your interest. Typically a volunteer spends about 3-4 hrs per month. Volunteers can assist with program administration, distribution of boxes, marketing &amp; promotion and food sorting. If this is something you would be interested in volunteering for, please contact _____.</p>

## Scenario Six

I've heard there is a food box program at \_\_\_\_\_ (name of organization). Could you tell me about it?

\_\_\_\_\_ (name of organization) is part of the London Good Food Box program. A Good Food Box contains vegetables and fruits, along with a few suggested recipes for the kinds of foods in the box. The cost is \$10 and payment is due \_\_\_\_\_ (day) of the week prior to the Good Food Box's pickup date. The boxes are picked up on the last \_\_\_\_\_ (day) of the month at \_\_\_\_\_ (location) between \_\_\_\_\_ (time).

## Scenario Seven



What's in the Food Box?

The contents of the box vary by season. While we can't predict the exact contents we ensure the contents include fresh vegetables and fruits as a healthy complement to your diet.

## Scenario Eight

How do I register?  
How do I pay?

You, or anyone else interested, can register by phone or in person. Our number is \_\_\_\_\_ (phone number). In person, payment can be made at \_\_\_\_\_ (organization name, address, and other instructions on how to locate the place) during the hours of \_\_\_\_\_ (time).

<b>Scenario Nine</b>	 <p>How much does it cost? What methods of payment are accepted?</p>	 <p>The cost is \$10 and payment is either in cash or in Harvest Bucks.</p>
<b>Scenario Ten</b>	 <p>What are Harvest Bucks?</p>	 <p>Harvest Bucks are vouchers used to buy fresh vegetables and fruit at various locations in London. Harvest Bucks are distributed by some local agencies and organizations offering food education and skills programs, or in food cupboard programs. Harvest Bucks will be accepted as payment for the new Good Food Box program.</p>
<b>Scenario Eleven</b>	 <p>When is payment due?</p>	 <p>Payment is due on _____ (day) of the week prior to picking up the Good Food Box.</p>
<b>Scenario Twelve</b>	 <p>How do I pick up the boxes or get the boxes delivered?</p>	 <p>The boxes are picked up by you on the last _____ (day) of the month at _____ (location) between _____ (time). Individual delivery is not provided.</p>