

## Step 5

### Contact the Agency or School: Suggestions & Sample Phone Script for Contacting Service Sites

#### 1. Who should I ask to speak with?

Ask to speak with the person identified as the contact person. If that person is no longer with the agency, ask to speak with the Volunteer Coordinator.

#### 2. When is the best time to call?

Call the contact person during the days and times indicated in the agency directory. If you have to leave a message, leave your full name, why you are calling, your phone number and the best time to reach you (remember to speak slowly). Be persistent. If your call has not been answered within a day or two, call back. You may need to leave several messages.



#### 3. What should I say?

Hi. My name is \_\_\_\_\_, and I am a Service Learning student at Howard Community College. I am enrolled in \_\_\_\_\_ (course name) and as a part of this course I am required to serve \_\_\_ hours of volunteer service by \_\_\_\_\_ (your deadline). I would like to know if you have any volunteer opportunities that would allow me to meet my class requirements and learn more about your agency and its services. (Be sure to highlight skills and experiences that might be relevant to the agency/school.)

#### 4. What questions should I ask?

- When will I be volunteering (date & time)? \_\_\_\_\_
- Where will I be volunteering? (Ask for specific directions.) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Where should I park? \_\_\_\_\_
- Who should I report to and where will I find him/her? \_\_\_\_\_
- What will I be doing? \_\_\_\_\_  
\_\_\_\_\_
- What is appropriate dress (casual, business casual, closed-toed shoes, outdoors, etc)? \_\_\_\_\_  
\_\_\_\_\_
- What should I bring with me? \_\_\_\_\_
- Is there anything else that I need to know before arriving? \_\_\_\_\_