

# Instruction Sheet for Phone Bank Supervisors

An effective phone bank supervisor is essential for the campaign to reach its goal of contacting voters. It is the supervisor's responsibility to walk around the phone bank, listen to phoners, answer questions and watch for problems. The supervisor should be accessible to phoners during all calling hours. Here are a few tips to make sure the phone bank operation runs smoothly.

- Each phoner should receive a phoner's instruction sheet, a telephone script, candidate information sheet, tally sheet, phone list, pencils, scratch paper, and volunteer recruitment cards.
- Hold a training session for all phoners on their first night. Pair experienced phoners with new phoners so they can receive adequate training and attention. Rehearse the phone message, instruct them in marking tally sheets, volunteer cards and writing down questions.
- Be pleasant and courteous. Encourage phoners constantly. Reward good performance. Be watchful for trouble areas with phoners.
- Check to make sure phoners are using the script and marking the sheets correctly.
- On week nights run shifts for 3 hours, usually from 6-9 p.m. Include a short break of no longer than 15 minutes each hour.
- Try to encourage a dedicated, but fun atmosphere. Remember that the quality of calls is important.
- Collect volunteer pledge forms periodically. Don't let them pile up.
- Check to ensure lists were coded properly when finished. Complete supervisor's tally sheet.
- Don't hesitate to reassign people who aren't good on the phone. There are many other volunteer activities available: sign construction, literature for drops, GOTV preparations. Poor telephoners can leave a bad impression of the campaign with the voter.
- Phoning should take place during the evening hours (6:00 - 9:00 p.m.) on weekdays, and all day Saturday (10:00 a.m. - 9:00 p.m.). Sunday calling is acceptable in some areas but not in others. If you decide to do Sunday calling, it should be done between 4:00 - 9:00 p.m.