

PHONE INTERVIEW SCRIPT FOR HOME DELIVERIES

Instructions: Make a copy of this script for each contact you plan to make. Write the appropriate names in all the blanks on the script and the Gift Request Form. This will make your job much easier when you are on the phone.

Application/Family #: _____

Phone numbers to dial: Primary _____

Secondary _____

Other _____

PHONE SCRIPT:

Hello! This is [Your Name], and I am an Angel Tree[®] volunteer with [Church/Organization Name]. May I speak with [Name of Caregiver]? [Name of Prisoner] has asked us to include [Name of Child or Children] in the program this year. As you may or may not know, Prison Fellowship[®]'s Angel Tree is a program whereby local churches/organizations buy gifts for prisoners' children at Christmas.

What do the children call [Prisoner]?

Is the child(ren) aware that [name of prisoner] is incarcerated?

Yes No

Are you caring for these child(ren) now?

Yes No

Is it all right with you for the child(ren) to receive these gifts?

Yes No

[Name of Prisoner] has recommended that we provide a fun gift for each child. We need some help from you in determining if this recommendation is appropriate, or if a clothing item for the child is preferred. As I mention each child, please let me know if there is a nickname or another name the child goes by. First, let's talk about [Name of First Child]. *(Fill in the Gift Request Form—continue until you have information on all the children listed).*

(Then you may end your conversation with:)

How should the gifts be addressed? *(from Dad, Daddy, Mom, etc.)*

Do we have your mailing address right? *(have them give you the address)*

Will you still be living there at Christmas time?

Yes No

This person has been listed as an alternative contact [Alternate Contact and phone number(s)]. Is this information correct?

Yes No

Thank you for your help. Please write down our church/organization's name and phone number in case you move or have a phone number change prior to Christmas. The gifts will arrive shortly before Christmas. Goodbye and God bless!

If your call is not answered, leave a message indicating that you are calling from Angel Tree and will call back at a specific time and date. You may also choose to leave a number where they can return your call. Be sure to clearly explain what information you need from them, especially a current address, to avoid delays in arranging gift delivery.

Yes, left message.