

Sample Phone Script & Suggestions for Contacting a Community Partner

As each of you decide which site you would like to work with, please remember that the first impression is the most important. Here are a few tips to guide you when you first make contact with the Community Partner site of your choice.

1. With whom to speak: When calling the Community Partner, always ask to speak with the contact person identified by your faculty member or on the Community Partner Database found at <https://ciapps.csuci.edu/servicelearning/>). If that person no longer works at the site, ask to speak with the volunteer coordinator.
2. When to call: Always try to call the contact person during the organization's hours. If you must leave a message, identify yourself and state why you are calling, your phone number, and the best time the contact person can reach you. Be persistent. You might have to leave several messages before you are able to reach your contact. Or, email them if you do not get through by phone. **Always be polite and professional.**
3. What to say: Hi. My name is _____, and I am a service-learning student at CSU Channel Islands. I am enrolled in (faculty member's name) (name of course) and I am interested in serving at your site. I am interested because _____. I need to complete (number of hours your instructor requires) by (state your deadline) and I would like to know if you have any service opportunities where I might be able to help and also learn more about your organization and its services. I am available on the following days and times. (Don't forget to mention any special skills, certifications or experience you have that might be relevant to the organization.)
4. What to ask: What will I be doing? Is there an orientation? Where will I be working? (Ask for specific directions.) What should I wear? If you are interested, ask if you can visit the site before you begin volunteering. Where can I park?
5. Confirm the agreement: Agree on what you will be doing. Determine tentative dates you will perform your service hours. Get the site supervisor to sign your Service-Learning Plan.

Professionalism: Speak clearly and slowly. Never talk with anything in your mouth (including gum). Also, do not speak too loud or too quiet; rather, keep a calm and cool voice.

Ending: Before you hang up be sure you are clear on what is expected of you, the days and times you will be serving, who you will be working with, directions to your service site, etc. Thank them for their time and always end in a pleasantry ("Have a nice day!", or "I look forward to working with you.")