



# HOSTING A PHONE BANK

## SCHEDULE YOUR EVENT



The best times to phone bank are M-TR 5-8PM, Sat 10-5PM and Sun 10-8PM, shifts can be expanded closer to the election. You should aim to host events on the same day and time multiple times a week. At least two times a week will give callers a chance to attend.

## CONTACT THE CAMPAIGN



There are several call service programs for making calls. From printed to virtual phone lists, online databases and autodialers. The campaign can provide you with access, training, scripts, and a representative from the campaign to stop by.

## PROVIDE TRAINING AT THE START OF EVERY PHONE BANK



Start off each event reviewing the script, links to resources, background information, and status updates. the goal is to answer callers questions so they are confident making calls. Returning callers can check in, get updates, and get started on their own. Have everyone return at the end of the shift to debrief and share stories and confirm their next shift. Consider assigning "captains" to staff shifts.

## BEST PRACTICES



Be friendly, persistent, and set goals for you and your volunteers (i.e. so many calls in a shift). Follow the script, they are tested and proven to work. Remind your callers to **Smile as they dial**. Phone banking is one of the most effective tools to support a campaign and a great chance to connect with the community.

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