**Appropriate responses for questions asked of you:**

1. ***“Who’s calling?”***

My name is (your name) and I’m calling from/on behalf of (client name—for example, Matthews Survey, Sierra Club, etc.)

1. ***“What’s this about?”***

It’s a short call about current events. (go right back into the script)

1. ***“Where are you calling from?”***

A call center. (Nothing further, go right back into the script)

1. ***“Where are you located?”***

I am not at liberty to disclose that information.

1. ***“Who’s paying for this?”***

I am not at liberty to disclose that information.

1. ***“Who are you voting for?”***

I am not at liberty to disclose that information.

1. ***“Is this a Republican survey or a Democratic survey?”***

That information is not available to me, I am simply conducting the survey and recording the data.

1. ***“How did you get my number?”***

We obtained it from your voter registration, which is public information.

Basically, if the person called asks for further information than what is contained in the script, we use the above responses or direct them to a website for more information. Always ask a supervisor to handle the call if you cannot answer specific questions. Never say “I don’t know”

Always stick to the script, and if the person on the phone deviates from the survey, pull them right back into the script ASAP and continue the call.