

As an organization, the Muscular Dystrophy Association relies on crafting and maintaining relationships. Whether speaking to donors, corporate partners, fire fighters, or others, phone calls are integral to the local and personal touch that we strive to maintain. As a volunteer, you play a key role in helping these relationships thrive, and you represent the MDA when communicating over the phone. See below for some helpful tips when talking on the telephone for MDA.

Be Prepared (Not just for Boy Scouts)

- Make sure you know where and whom you are calling—have the correct name and number.
- Keep paper and a pen or pencil within reach in case you need to make notes.
- Be informed about MDA, its services, and programs. Have basic materials and information readily available for reference. Become an informed person so that you may be of help to others.

Stick to the Script (Do not forget your lines)

- Use the provided script to ensure that all important information is covered.
- Try to sound conversational, customer service is important.
- Speak slowly and clearly enough to be easily understood.

Avoid Unwanted Noise (Spit out your gum!)

- Be aware of your surroundings and background noise (i.e. TV, Radio).
- Make sure that there are minimal interruptions while on the phone.
- While on a call, try not to eat, drink, hum, or chew gum.

Smile when you Speak (You can hear a smile 😊)

- If you smile when speaking on the phone, your tone of voice is more welcoming and friendly.
- Show interest in the person that you are speaking with.
- Be of service and help, when applicable.
- Try not to interrupt.
- If the person you are calling sounds busy, ask if you may call back at a more convenient time.