

This document is intended for Retail Volunteers to clarify logistics and instructions for next steps on what to expect before reaching out to our retail partners.

Thank you for signing up to be an MDA volunteer. Volunteers are crucial to our mission. We partner with many retailers across the country (convenience stores, fast food, casual dining, and grocery stores)! These partners raise funds vital to funding services like camp and important research. We're excited to link arms with you to support these retailers. Here are the next steps!

STEP ONE:

You will be assigned to a retail account and an MDA Retail Account Manager who works closely with that account. You will love your MDA employee! We have a great team full of experience and dedication to our mission.

STEP TWO:

MDA will schedule your orientation which will be specific to your retailer. You will learn/review:

- Program background, dates and any special information you may need
- Telephone Tips – When to call, whom to ask for, etc.
- How to Handle Various Scenarios (i.e. retailer ran out of Shamrocks)

STEP THREE:

You will receive a follow-up email from MDA with all the information you need to have a positive, productive volunteer experience! The email will include:

- Script
- Schedule/Timeline
- Store Listing
- What Information to Send Back to MDA
- How to update notes on your calls and what information to track
- How to Record Your Volunteer Hours

STEP FOUR:

It's go time! Complete your assigned reach out and report back to your MDA staff partner.