

## Script for volunteers for cold calling to recruit organisations for CommunityChecks

Good morning/afternoon please can I speak to the person responsible for environmental issues or the manager?



### **If you get to speak to them:**

Say who you are and ask them do they know about the CommunityCheck Project.

### **If the manager/person responsible is unavailable:**

Ask when would be a good time to ring back and leave your name and number. Remember to get the name of the manager so you know who to ask for next time.



### **If they don't know what the project is:**

Explain that the CommunityCheck Project carries out free environmental checks which will reduce costs in waste, energy and water bills. The visit would take max two hours and would involve going through a list of questions on waste, energy, water use and the management of the building and a site tour. After the visit, the organisation then receives a report highlighting good practice by the organisation with achievable recommendations.



### **If they say they are not interested because:**

- 1) 'Time commitments' explain the visit can be arranged to suit them and can be made shorter.
- 2) 'They are renting the property' then explain they could still have the CommunityCheck done and pass it onto their landlord and they can both save money.
- 3) 'They are already involved with environmental activities / cannot see what else they can do' then say it would be great to visit them, so we can use their organisation as a case study and benchmark for other organisations that we visit.



### **If they are interested:**

Arrange a provisional time for a CommunityCheck which will suit them. (Remember to check your coordinator is free)  
Get their address with postcode to send out the confirmation letter and checklist so they can see the types of questions they will be asked.

**Thank them for their time and say goodbye.**

Good morning/afternoon, my name is \_\_\_\_\_, and I am ringing on behalf of the CommunityCheck Project. May I speak to either the person responsible for environmental issues or the manager/owner of the building?

If they are unavailable, explain you are volunteer with the CommunityCheck Project and ask who is the person responsible for environmental issues or the manager/owner of the building and when would be a good time to ring them? Also leave your name and contact details.

If they are available, say who you are and ask if they have heard of the CommunityCheck Project.

If they don't know about the project, explain that it is a completely free service that highlights organisations cost savings by looking at energy, water, waste bills. Explain it is run by a charity called StudentForce.

Then and if they know about the scheme, ask them if they would be interested in having a CommunityCheck carried out in their building?

If they are interested in having a CommunityCheck, then explain that the Check would take about 2 hours and should involve the manager/caretaker (they don't have to be there for the whole time, just for the relevant questions), and would involve going through a list of questions on waste, energy, water, transport, purchasing and general management, and a site tour.

After the visit, the organisation then receives a report highlighting good practice by the organisation with achievable, practical recommendations and an environmental contact list.

If they are not interested due to time commitments explain the visit can be arranged to suit them and can be made shorter.

If they are not interested because they are renting the property then explain they could still have the CommunityCheck done and pass it on to their landlord and help save money for both parties.

If they are not interested because they are already involved with environmental activities / cannot see what else they can do, then say that is great and it would be great to visit them, so we can use their organisation as a case study and benchmark for other organisations we visit.

Remember:

- Be polite, cheerful and friendly!
- Be clear and know what you are going to say
- Write details down of name, when to ring back etc.
- Highlight the benefits:
  - Cost Savings
  - Free publicity with press release and put on the website
  - Events
  - Free
  - Confidential
  - Easy to follow, not about putting down, but raising the environmental awareness of the organisation.

If they are still not interested thank them for their time and ask would it be ok to ring up in 6 months time?

If they are interested and would like more information, ask for their address and we send out a leaflet.

If they are interested – arrange a time which will suit them. Remember to check with your Coordinator that this date is ok for them.

Also get their address with postcode to send out the confirmation letter and checklist so they can see the types of questions they will be asked. We will also ring up on the day of the visit, just to check everything is ok for the visit.

Thank them and say goodbye.