Hi _{{First name}}_?

If this is not the person, ask for the person. If they inquire what this is in regards to, let them know, "A special fundraiser for Project Extreme."

"Hi _{{First name}}_! My name is _{{YOUR NAME}_} and I'm making calls today to raise money for Project Extreme. How are you doing today?"

> *Be sincere. Pause. Smile. Let them reply.*

{{INSERT APPROPRIATE RESPONSE}} e.g. "I'm glad to hear that."

I'm a volunteer helping to get the word out about a $300,000 campaign to raise money for programs that save the lives of teenagers in-crisis. When at-risk children feel like they have nowhere else to turn, they turn to Project Extreme. That's why your gift is so vitally important.

Can I count on you to donate {insert specific amount}?

[PAUSE]

IF YES
1. Great! I can wait while you grab your credit card and we will get it done right now for your convenience. (DO NOT break the silence)

   a. LOG their credit card on the PAPER credit card forms. DO NOT enter it live on the website.

2. If they don't want to give you their credit card say, "Perfect, how close are you to a computer?" Let them respond and then ask them to "Please open up your internet browser and I will walk you through the donation process online. (Do not break the silence. Do not get off the phone until the donation is completed).

3. If they say "I'll do it later." Respond: "We can have it done in less than two minutes. Each donation really helps create momentum for the campaign." If they insist they'll do it later, say, "Great, what's your email so I can send you the link?
   .   Also ask them if calling to remind them would be helpful. If so, note the time and report to your
call center manager.

IF NO
1. "Each donation truly helps. Can you make even a $5 donation?"

2. If they continue to say no, ask "Okay. Can I send you the campaign link so that you can post it on social media and share it with friends and family? People like you promoting the campaign helps motivate the wider community. Sound good? Take their email and send them the link.