



Giving Hope Today

# Bell Ringer Standards of Conduct

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Thank you for your commitment to be a Bell Ringer for The Salvation Army Christmas Kettle Campaign.

You are representing The Salvation Army as you stand at the Kettle and your conduct is critical to our mutual success. Your manner and attitude can make the difference between no donation and a substantial donation. Please review the following guidelines for being a Salvation Army Bell Ringer.

- Smile! Be warm, courteous and approachable.
- Make eye contact and be attentive. Try and make a connection with as many individuals as possible. Have a joyful attitude and say "Merry Christmas" to perspective donors.
- Express your appreciation each time you receive a donation. Be grateful and remember to say "thank you".
- Be prepared with handouts (calendar cards, Faith and Friends, etc.) Please do not be aggressive with handouts and respect the wishes of the donor.
- Dress appropriately and look your best. Business casual is appropriate. Please wear our red Salvation Army aprons.
- Ring the bell to subtly draw the attention of passers-by. Please be aware of the shops around you and avoid aggressively ringing the bell.
- Please be punctual and committed to working your assigned shift.
- Be sure you do not obstruct the flow of traffic at any Kettle location.
- Please refrain from reading, texting, listen to music with head phones or talking on the phone while attending a Kettle.
- It is preferred that if possible you do not sit while you are working at the Kettle.
- Never leave the Kettle unattended.
- Never speak to the media. If you are approached by the media please contact your local Kettle Coordinator.

- If someone should request a receipt for a CASH/CHEQUE donation, please have them fill out the receipt envelope. They should place the cash/or cheque in the receipt envelope, initial and seal the envelope and place it into the kettle. You should not touch the cash or cheques please! All cheques donated will automatically be receipted. If someone places a cash donation in the kettle and then asks for a receipt, verify visually if you can the amount placed in the kettle and have them fill out and initial the receipt envelope.
- Please confirm with each kettle location what their policy is on ringing the bell.
- If you have any questions please don't hesitate to call:
  - Saturday 9-1pm Major Laurie Reilly 613 206 2582
  - Monday 9-1pm Major Laurie Reilly 613 206 2582
  - Jackie Staples TBD 613 284 6713
  - Stephen McWade 613 285 4338 Smiths Falls

***Be loving and sensitive to the people, who pass by your Kettle and keep the mission of  
The Salvation Army,  
".....to share the love of Jesus Christ..." foremost in your mind.***