



## Doing the Most Good

### A Dozen Tips for Better Bell-ringing!

1. Always have a pleasant attitude. Remember, you represent the spirit of Christmas and The Salvation Army. Smile, and be sure to say, "thank you!"
2. Use common sense at all times
3. Understand that we don't have the 'right' to stand our kettle at any store. We're there because we're invited to be. So, be gracious and kind in our dealings with store management and employees.
4. Be clean and presentable and dressed in appropriate Salvation Army branded attire.
5. Be gracious, even with those who choose not to give. We don't ask people to put money in the kettle; we just make it easy and fun for them to do so.
6. Always stand at your kettle. No sitting unless you have a doctor's note.
7. Do not use your mobile phone unless you are on a break or there is an emergency.
8. Never smoke or eat at the kettle.
9. Work alone, unless you are a part of a group that has permission to stand at the kettle together. Distracted bell-ringers miss opportunities to make eye contact and be friendly.
10. Wish people a "Merry Christmas!"
11. Keep a 'cheat sheet' handy with kettle-appropriate messages:
  - a. "Thank you for your donation to help people in need this Christmas and all year long"
  - b. "Your donation to The Salvation Army helps support our work right here in the community of Arapahoe and Douglas Counties.
- Limit your conversations to kettle-related-topics. Please don't discuss Salvation Army policy, positions and theology. Questions of this nature should be referred to Captain John Morrow: 303.779.9662

The Salvation Army is Grateful for your service!