



Bell-Ringing Guidelines

Thank-you for your willingness to “stand kettle,” or ring bells, for The Salvation Army. This is an **extremely** important fund-raiser and friend-raiser. You can take great pride in knowing that you are helping to raise money to help the less fortunate. Donations raised through your kettle will stay directly in your community.

We have been invited by various retailers to ring at their entrances on certain days throughout the season. In every way, we are greeting their customers as well as our potential donors. We are always very sensitive to the privilege we have been given to ring at a given location. Please comply with any requests made by store management and also, at any opportunity, express your appreciation to them for the privilege to ring there. A smiling, enthusiastic volunteer always produces more revenue and better relationships with store clientele.

Thank you so much for volunteering your time to ring bells for us.
We hope these guidelines will be helpful for you.

- 1) Please arrive promptly for your shift. We typically ring from 11a-7p, with two-hour shifts recommended. If you happen to be the very beginning or end of the day, you may encounter one of a few different scenarios. The Salvation Army has many locations on the route for pick-up and delivery of kettles and supplies. There may be . . .
 - An Army representative with kettle stand, kettle, apron and bells in place.
 - A stand “tucked away” near the entrance to one of the doors with supplies in a box at the Customer Service Desk. Please move the stand outside and off to the side of the entrance to avoid disrupting a traffic flow.
 - If the stand is tucked away and there are no supplies at Customer Service, just bear with us and know that a grateful Army representative is on the way!

**If a volunteer doesn't show up for a shift,
please contact the person responsible for scheduling.**
- 2) Please allow a 15-minute leeway on either end of the schedule and know we are doing our best to reach you right on time. Army representatives will be clearly identified. Evening pick-ups may begin as early as 6:00, depending on where your location falls on the route.
- 3) Volunteer aprons will be provided. You are welcome to wear logo'd clothing that identifies your company, school, civic organization.

4) Be sure to wear comfortable shoes. Unless you must sit down, it is far more effective to stand as you ring. You are absolutely welcome to wear Santa hats, antlers, whatever. Handing out candy canes is fine!

5) If asked, or you simply care to share, let people know their donation will go toward food, shelter, hope and more to those who are in need. All donations will stay in the community where they are received.

6) Please never leave a kettle unattended. And when you think it is overflowing, give it a few hard shakes and the money usually will settle down to provide more room. Later, if you feel a new kettle is necessary, give us a call in advance so our arrival will coincide with your kettle running over. **There is a cell number for an Army representative either attached to your kettle or sign.**

7) Never ask people for money or make them feel guilty if they don't make a donation. Simply greet everyone with a cheery welcome or "Merry Christmas" and, if they make a donation, acknowledge their generosity.

8) Please no smoking, texting, eating or talking on the phone. Most locations welcome children ringing with adults, non-threatening pets and a small band or vocal group participating in the event. Please be aware that if there are too many people surrounding a kettle, potential donors may be intimidated.

9) Please invite your family, friends and associates to visit you at the kettle.

Most importantly, have fun!
And know how very much your support is valued and appreciated.
Thank you!

