



Overview

Phone calls are an important way for guests, donors, volunteers, and the community to reach Flint Hills Breadbasket. The guidance provided below is intended to help you feel comfortable and confident in how to ensure a positive experience for both volunteers and callers.

Task Details

- Date and Time: 8am-4pm Monday-Friday, 8am-6:30pm Tuesday
- Location: on site at 905 Yuma
- Staff Support: all staff members

Task Description

Answer calls promptly and in a friendly, professional manner.

Sample Greeting:

“Hello and thank you for calling Flint Hills Breadbasket. This is [your name]. How can I help you today?”

Key Information:

- Refer to the Phone FAQ Sheet for frequently asked questions.
- Answer their question if you are able. If you do not know the information or they need to speak with a staff member, you may:
 - Ask a member of the Market Team (if they are available)
 - Transfer the call to another staff member (Executive Director, Community Connections Manager, Operations Manager)
 - Take a message with the person’s name, reason they called, and a callback number. Write the message down and give it to the appropriate staff member or place it on their desk.
- Use active listening skills, a positive tone of voice, and ask clarifying questions if needed.
- Stay calm and composed.
- Ask another volunteer or staff member for help if you need it!

Phone FAQ Sheet

| Day | Hours | Must Sign in by |
|-----------|---------------|-----------------|
| Monday | 9am – 11:30am | 11:20am |
| Tuesday | 2pm – 6:30pm | 6:20pm |
| Wednesday | 9am – 11:30am | 11:20am |
| Thursday | 9am – 11:30am | 11:20am |
| Friday | 9am – 11:30am | 11:20am |

Can I get food at FHBB?

2 Questions:

1. Do you live in our service area?
 - a. All of Riley County
 - b. St. George (western Pott County between here and Wamego)
 - c. Ft. Riley
2. Are you experiencing food insecurity?

This answer will generally be yes- that is why they called.

What do I need to do/bring with me?

1. Proof of address for their first visit- a current piece or mail or other document with their current address. Can be printed or on their phone.
2. Bags and boxes
3. They will fill out a short information sheet on their first visit with basic information about their household. They'll need to know names, addresses, dates of birth for people in the home.

| Day | Pantry | Community Meal 6pm |
|-----------|---|------------------------------------|
| Sunday | Peace-Full Pantry (2pm-4pm) | First Congregational 700 Poyntz |
| Monday | Peace-Full Pantry (5pm-7pm) | First Lutheran 930 Poyntz |
| Tuesday | Peace-Full Pantry (2pm-5pm) | First Presbyterian 801 Leavenworth |
| Wednesday | X | First United Methodist 612 Poyntz |
| Thursday | Peace-Full Pantry (5pm-7pm) | First Lutheran 930 Poyntz |
| Friday | X | First Lutheran 930 Poyntz |
| Saturday | Temple of Peace (1 st & 3 rd Sat. 8am-12pm) | First United Methodist 612 Poyntz |