

## Trocaire



AGENT NAME:

\_\_\_\_\_

TESTER:

\_\_\_\_\_

DATE:

\_\_\_\_\_



(✓) Mark off each step upon agents completion

<p><b>PROCEDURE:</b></p> <p><b>Correct Greeting:</b> Thank you for calling Trocaire. This is [ Agent Name]. How may I help you?</p> <p><b>REGULAR CALLS: Agent conducts one of the following:</b> Standard Donation, Direct Debit &amp; Reoccurring Credit Donations, Issues Direct Debit Mandates, Paperless Direct Debits, Global Cert Orders, Generic information pack , Global Gift Information Packs.</p> <p><b>FAST CALLS: Agent conducts one of the following:</b> Fast Packs, Posters, Stickers, Lenten Box.</p> <p><b>All information carefully obtained:</b> Name, Address &amp; Email is <u>spelt</u> back to caller. Caller is asked where they heard of Trocaire. Caller is asked if they want to be on our mailing list. Payment details and amount donated are read back to caller.</p> <p>Agent provides the address and contact details of the head office upon request.</p> <p><b>Correct Closing:</b> Thank you for generosity / consideration. If you have any further queries don't hesitate to call back.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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**KNOWLEDGE:**

**When was Trocaire established and how long has it been in business?**

*(Trocaire is the official overseas development agency of the Catholic Church in Ireland. It was set up by the Irish Catholic Bishops in 1973 to express the concern of the Irish Church for the suffering of the world's poorest and most oppressed people. Trocaire was given a dual mandate: to support long-term development projects overseas and to provide relief during emergencies; and at home to inform the Irish public about the root causes of poverty and injustice and mobilise the public to bring about global change.)*

**What does Trocaire mean?**

*(Trocaire, which means "Compassion" in the Irish language, draws its inspiration from Scripture and the social teaching of the Catholic Church)*

**How does Trocaire operate in times of crisis?**

*(Emergency and rehabilitation work is designed to build upon the existing capacities of local communities. When an emergency situation arises, Trocaire is contacted by a local partner who will provide information about the needs of the people being affected. Rather than importing supplies from Europe they are instead bought locally.)*

**How much of my donation goes towards the fund I've chosen?**

*(For the expenditure year ending 2006, 92% was direct charitable expenditure, 6% was on fundraising and publicity whereas only 2% was management and expenditure..)*

**\*\*SALES ABILITY DOES NOT APPLY \*\***

**Additional Comments:**

Signed by Tester: \_\_\_\_\_ Date: \_\_\_\_\_

