



Shortened Introductions List: Active Campaigns

Remember to sound friendly and upbeat to get those completes!
Happy dialing!

When dialing, after you have asked for the named respondent

(NR) , if they still say nothing please read your shortened intro to the first question. Then asked for NR again. You can then move into the survey if they answer or verify and hang up. We want them to know why we are calling and give them a question to answer. Saying hello are you there doesn't let them know why we are calling or giving them something to respond to.

When dialing label name projects, you may be given an alternate number to reach the desired resp. Here are instructions on how to update the phone number and dial it. If you have any questions, please reach out to the Monitor. Thanks and happy dialing!

https://www.youtube.com/watch?reload=9&v=nK0BoMmHBa8&list=PLezkQQbFT_o41Mojr3WMjE0CugLobTbK3&index=2&ab_channel=BRInterviewingTrainingVideos

Q: What do you do if the respondent thinks you are a scam or robot ?

- Many respondents have started clicking buttons thinking if we are robots the phone will hang up. If when reading your intro this happens, stop, say “I am a real person” or “I have a heartbeat”, then continue reading your intro. If you are constantly having this problem, then you need to work on tone and voice projection.
- If a respondent says there is a V in front of your number you are a scam- you can say the V stands for Verified. It means we are a legitimate business, run out of Princeton New Jersey.

Remember we want to be as polite and professional as possible. Even when the respondents are not.

12156 - Ocean City

Hello, my name is _____ from BR Interviewing. We are conducting a brief 5 to 7 minute poll with Ocean City residents and property owners to better understand the preferences and priorities of residents like you.

If you qualify for the study, we are offering a \$10 incentive for your valuable input.

Please know these calls are randomly monitored for quality and training purposes.

QS1. Are you a full or part-time resident of Ocean City?

12122 - Florida

Hello, this is _____ calling from Alan Newman Research, a national opinion research firm. We are interested in your thoughts about issues of importance to you and people like you in Florida.

(MUST READ:) Please know these calls are randomly monitored or recorded for quality and training purposes.

(Only Braun Certified Bilingual -Spanish- interviewers will ask "Would you like to continue the survey in English, or would you prefer to continue in Spanish.")

S1. Our study is interested in the opinions of certain age groups. Could you please tell me your age as of your last birthday?

12002 - Iowa

Hello, this is _____ calling from Alan Newman Research, a national opinion research firm. We are interested in your thoughts about issues of importance to you and people like you in Iowa.

(MUST READ:) Please know these calls are randomly monitored or recorded for quality and training purposes.

S1. Our study is interested in the opinions of certain age groups. Could you please tell me your age as of your last birthday?

12109 - Urgent Care

Hello, this is _____ calling from Alan Newman Research, a national opinion research firm. We are conducting a survey on healthcare today and would like to speak to the person in the household who is most responsible for healthcare decisions, like choosing doctors and hospitals when you need them.

(MUST READ:) Please know these calls are randomly monitored or recorded for quality and training purposes.

S1. Are you at least 24 years old?

Second Efforts

Whenever we are faced with rejection, we *must* interject with a 2nd effort! Using 2nd efforts increases our rate of completion and is *considered to be a requirement of the job!* Here are some to try!

Disinterest in the survey

- "Your opinions are important to us and we would appreciate your participation."
- "We are only looking for your thoughts."
- "There are no right or wrong answers, only your opinions."
- "Your opinions will be representing a wide variety of people."
- "You have the opportunity to represent a significant portion of the population in your area."
- "Your name will not be associated with your responses."
- "All of your responses are strictly confidential."
- "Your responses are confidential and will only be used for research purposes."
- "Your thoughts are very important, we really appreciate your time."
- "It would be a very big help."
- "We are not selling anything, nor are we asking for contributions or donations."

Rejection of a personal question

- "We only ask to ensure we get a representative sample of the people we interview..."
- "We only ask to make sure we reach a wide variety of people."
- "All of your responses are strictly confidential."
- "Your responses are confidential and will only be used for research purposes."
- "Your name will not be associated with your responses."

- “We ask for statistical purposes only all your responses are confidential and will be used for research purposes.”

Anytime you give a 2nd effort, follow up with asking the question or repeating the options again to encourage a response!



Second Efforts in Spanish

Whenever we are faced with rejection, we *must* interject with a 2nd effort! Using 2nd efforts increases our rate of completion and is *considered to be a requirement of the job!* Here are some to try!

Desinterés en la encuesta

- “Sus opiniones son muy importantes para nosotros y agradeceríamos su participación.”
- “Solamente estamos buscando escuchar sus opiniones.”
- “No hay respuestas correctas o incorrectas, solo sus opiniones.”
- “Sus opiniones representaran una variedad de personas.”
- “Tendrá la oportunidad de representar a una parte importante de la población de tu área.”
- “Su nombre no estará asociado con sus respuestas.”
- “Todas sus respuestas son completamente confidenciales.”

- “Sus respuestas son confidenciales y solo se utilizaran para fines de investigación.”
- “Realmente aprecio su tiempo, sus opiniones son muy importantes.”
- “Sería de mucha ayuda.”
- “No estamos vendiendo nada, ni estamos pidiendo contribuciones o donaciones.”

Rechazo de una pregunta personal

- “Solamente preguntamos para asegurar que estamos obteniendo una muestra representativa de las personas que entrevistamos.”
- “Solo preguntamos para asegurar que estamos contactando a una amplia variedad de personas.”
- “Todas sus respuestas serán completamente confidenciales.”
- “Sus respuestas son confidenciales y solo se utilizaran para fines de investigación.”
- “Su nombre no sería asociado con sus respuestas.”
- “Preguntamos sólo para fines estadísticos, todas sus respuestas serán confidenciales y utilizadas para fines de investigación.”

Anytime you give a 2nd effort, follow up with asking the question or repeating the options again to encourage a response!

Help Channels

If you need any assistance please click the link to join the Help Channel!

[Eastern Help Channel](#)

[Central Help Channel](#)

[Manila Help Channel](#)

Thank You

Happy Dialing! 😊

Eastern Contact Line: 609-200-1577

Central Contact Line: 402-316-2089

HR Direct Line: 609-200-1748

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