

INFORMATION & ASSISTANCE SURVEY OPERATOR INSTRUCTIONS

INTRODUCTION

This agency is involved in a national effort to evaluate Information and Assistance services. We need I&A operators to record contact information for a small, but randomly selected, portion of the I&A callers (*except those only wanting a phone number*). Some of these callers will then be called back to gain an understanding of who the I&A callers are, what are their needs, and how well did the service help them.

This document presents instructions for the I&A operator on the method for collecting I&A caller contact information during September 24, 2001 and November 4, 2001.

TIME BLOCKS

Each week you will be given a list of time blocks in which you will have to record contact information for all callers during that time block. The time blocks will vary by week to insure that we are getting names for a representative group of the I&A callers from different days and times.

ASKING FOR CONTACT INFORMATION

When asking for the callers contact information, try to obtain this information at the end of the call. Encourage the caller to leave the information.

Please use the following script when asking for the information:

"For quality assurance purposes, a supervisor may like to call you back to ask about the service you received on this call. May I have your name and telephone number in case you are chosen to be one of those people we call back?"

If they are willing to leave their contact information, enter the information into the caller logbook. If they do not want to give out their information, write in the logbook that they refused. It is very important to know how many people refuse to give out their contact information.