



SAMPLE CALL DIALOGUE

Staffer

Congresswoman Sara's office, how can I help you?

Caller

Hi there, I'm a constituent of Congresswoman Sara's. Can I please speak with the staffer who handles presidential appointments issues?

Staffer

I'm happy to take down any comments you may have. Can I ask for your name and address to verify you're in the Congresswoman's district?

Caller

Sure thing. [Gives name/address]. Can I ask who I'm speaking with?

Staffer

Yes, this is Jeremy Smith.

Caller

Thanks, Jeremy! I'm calling to ask what the Congresswoman is doing about the appointment of Steve Bannon to serve in the White House. Bannon is reported as saying he didn't want his children to go to a school with Jews. And he ran a website that promoted white nationalist views. I'm honestly scared that a known racist and anti-Semite will be working just feet from the Oval Office. Can you tell me what Congresswoman Sara is going to do about it?

Staffer

Well I really appreciate you calling and sharing your thoughts! I of course can't speak for the Congresswoman because I'm just a staff assistant, but I can tell you that I'll pass your concerns on to her.

Caller

I appreciate that Jeremy, but I don't want you to just pass my concerns on. I would like to know what the Congresswoman is doing to stop this.
[If they stick with the "I'm just a staffer" line, ask them when a more senior staffer will get back to you with an answer to your question.]

Staffer

I'm afraid we don't take positions on personnel appointments.

Caller

Why not?

Staffer

Personnel appointments are the President's responsibility. We have no control over them.

Caller

But Congresswoman Sara has the ability to speak out and say that this is unacceptable. Other members of Congress have done so. Why isn't Congresswoman Sara doing that?

Staffer

As I said, this is the President's responsibility. It's not our business to have a position on who he chooses for his staff.

Caller

It is everyone's business if a man who promoted white supremacy is serving as an advisor to the President. The Congresswoman is my elected representative, and I expect her to speak out on this.

Staffer

I'll pass that on.

Caller

I find it unacceptable that the Congresswoman refuses to take a position. I'll be notifying my friends, family, and local newspaper that our Congresswoman doesn't think it's her job to represent us or actually respond to her constituents' concerns.