

# Tabling Do's and Don'ts

## DO's

**DO** make good contact with the store manager and staff. Find out what their regulations are and stick to them.

**DO** take a moment to listen and really communicate with people but . . .

**DO** have flyers containing a phone number, e-mail address, and mailing address (or P.O. box if you prefer) so that people can follow up with animal issues or offers of help.

**DO** make a point of being kind no matter what a person says or does. Make this an absolute rule. **BE KIND** always.

**DO** encourage people to help wherever they can be generous. If they are adamant about the importance of other kinds of charities – children, the homeless, etc. – encourage them to give freely of their time as well as their money.

**DO** be confident about the parameters of your group's mission/agenda. A big part of the strength and longevity of a rescue program is not taking on more than can be handled well.

**DO** encourage volunteers, but if they want to do something that is beyond the scope of your programs, help them find out which other groups could use their particular kind of help.

**DO** be prepared for any kind of response. Give people some space and be nice. You may see these people again week after week.

**DO** have fun!

## DON'Ts

**DON'T** get into arguments. There are no exceptions to this.

**DON'T** get into long, extended conversations. Explain that while you personally would love to talk more, you've made a commitment to use this time to fundraise.

**DON'T** get into deep problem-solving on the spot. Make an appointment or make sure they have a telephone number to contact your group. Follow up.

**DON'T** get a disgruntled attitude if you feel hurt, angry, disappointed or disapproving. **DROP IT** and clear your mind . . . or go home.

**DON'T** bad-mouth other groups if you are uncomfortable with the manner in which they operate. Avoid talking about anything of this nature.

**DON'T** get defensive and be tempted to stretch what help you can realistically offer just because it is what they are demanding.

**DON'T** let a bad day put you off. Whatever you put into the situation, you will reap much more.

**DON'T** take it personally. You have no idea how much of a hell their day or their life may be.

**DON'T** worry. Be happy!

