

Sample Assignment Sheet

HOTLINE

<b>Assigned To:</b>	
<b>Tasks:</b>	<b>Done</b>
1. <b>Obtain all communication being developed</b> and brief hotline operators on the content, and how to respond.	
2. <b>Obtain FAQ's</b> and use them as scripts for operators in responding to public calls.	
3. Provide the <b>public</b> with the Web site or special Web page information if they want to have frequent updates.	
4. <b>Report all information</b> about the event coming from the public to the communication team. This lets them know the concerns of the public about the event and will assist in message development.	
5. <b>Update the communication team</b> frequently on callers' questions that do not have answers and work up a suitable response.	