Assignment Sheet

HOTLINE

Assigned To:	
Tasks:	**Done**
1. **Obtain all communication being developed** and brief hotline operators on the content, and how to respond.	
2. **Obtain FAQ's** and use them as scripts for operators in responding to public calls.	
3. Provide the **public** with the Web site or special Web page information if they want to have frequent updates.	
4. **Report all information** 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. **Update the communication team** frequently on callers' questions that do not have answers and work up a suitable response.	