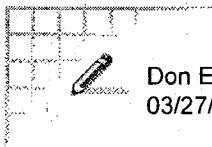


George W. Bush Presidential Library

Collection: Faith-Based and Community
Initiatives, Office of (OFBCI)

Series: Willett, Don R. – General Files

Folder Title: Correspondence [Folder 4]



Don E. Eberly
03/27/2001 01:22:02 PM

Record Type: Record

To: Carrie W. Click/WHO/EOP@EOP

cc:

Subject:

Carrie, here is a letter I would like to use for responding to local contacts of mine. Please fill in the blank and run the letters. Please print out a draft for me to review before we run.

Dear

This is a belated note of thanks for your kind letter. I appreciated hearing from you and learning more about the (fill in the blank ministry, program, etc.), and the unique way in which you are responding to needs in the community. We are grateful for the huge response that has followed the announcement of this office and find reports of important community work encouraging.

such as you
I will certainly keep background on your program in my file and will look for opportunities to keep you informed of progress in this office. Our ultimate hope is to bring about important policy change here in Washinton that will in time provide increased private as well as public support for community-serving organizations.

Thanks again for getting in touch.

Cordially,

Don Eberly

*

WELCOME

to

The First Lady's
Correspondence
Team

*

The First Lady's Staff



Andi Ball - Chief of Staff

Julie Thomas- Assistant to the Chief of Staff

Anne Heiligenstein - Director of Projects

Sonya Medina - Deputy Director of Projects

Anne Trenolone - Staff Assistant, Projects

Quincy Hicks - Director of Scheduling and Events

Melanie Jackson - Scheduler to the First Lady

Cathy Fenton - Social Secretary

Jeanie Figg - Deputy Social Secretary

Noelia Rodriguez - Press Secretary to the First Lady

Ali Harden - Staff Assistant, Press Office

Desiree Sayle - Director of Correspondence

Sydney Johnson - Deputy Director of Correspondence

Joan Doty - Writer to the First Lady

Sarah McIntosh - Writer to the First Lady

Sarah Moss - Personal Aide to the First Lady

Our Goals

I. To open, read and effectively review ALL correspondence written to the First Lady

TIP: always take your time and thoroughly READ each letter... there is NO rush!

II. Provide a CODE on each piece of correspondence... codes attached

FORMAT: upper LEFT corner in PENCIL

CODE	FLEDU
DATE	2/5/00
NAME	Johnson
or	or
INT'S	SRJ

TIP: use your BEST discretion to determine the appropriate category for each piece of mail... remember that every letter will be reviewed again

ANOTHER TIP: if you are stumped on a code and unable to find a good fit within the categories provided, simply drop the letter in the ??? BOX and it will be reviewed at the end of the day

III. Answer incoming calls in a pleasant and helpful manner..."First Lady's Correspondence Office, may I help you?"

TIPS: answer BASIC questions ONLY for example...how to address the First Lady and her mailing address:

Mrs. George W. Bush
The White House
1600 Pennsylvania Avenue, NW
Washington, DC 20500

TRANSFER department related questions to the First Lady's Office 202-456-7064

TRANSFER "unanswerable" requests to Sydney! (hit transfer, my name, and transfer again...then hang up)

MESSAGES to be taken on YELLOW message pads ONLY!

PLEASE be CAUTIOUS when answering phones...it's good to be as HELPFUL as possible without revealing TOO much INFORMATION...whenever in doubt don't hesitate to put the caller on HOLD and seek further guidance from anyone in rooms #18-20!

What to expect!

Language books containing sample letters used to craft and personalize mail responses...to be used for reference purposes

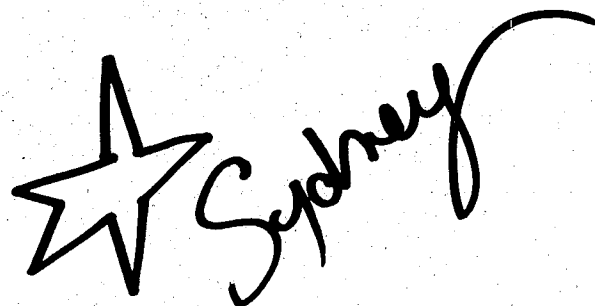
A complete volunteer phone list and calendar schedule

An "Issues Board" that will keep us current on HOT TOPICS

Computer LOG ON ID'S for the volunteers that are interested in data entry

A "SUGGESTION BOX" for IDEAS to make our system more efficient, effective and FUN!

MANY THANKS FOR YOUR HARD WORK AND LOYALTY...
WE COULD NOT DO THIS WITH OUT YOU!

 Sydney

First Lady's Correspondence Mail Analysis CODE: description

FLABO: abortion issues

FLAUT: autograph requests

FLBAB: Barbara Bush

FLBDM: advisory or honorary board member requests

FLCHA: child abuse issues

FLCHC: child care issues

FLCHD: children writing

FLEDU: education and literacy issues

FLENV: environment issues

FLFOR: foreign language, letters that require translation

FLGEN: general letters of support

FLGLS: girl's mail...BARBARA or JENNA

FLGRT: greetings and proclamations, birthday or anniversary cards

FLGSP: general support with prayer

FLIMM: issue, mass mailing

FLISC: how to become involved with national issues, locally

FLMED: medical issues

FLMTX: Midland, Texas mail

FLMTY: military issues

FLNRN: no response necessary due to NEGATIVE content, lack of return address or letters from prison

FLOFF: elected officials, foreign leaders, ambassadors

FLOTH: offer to help

FLOTI: other issues (tobacco, veterans, welfare, "HOT ISSUES")

FLPER: personal (do not open mail personal mail)

FLPHO: photo requests

FLPRM: request to perform at the White House

FLPRS: press related

FLPTS: pet's mail

FLREC: recipes

FLRES: resumes

FLRFG: request for information, tour, videos or items other than an autograph or photograph

FLRHS: request for help and support

FLSCH: request for a visit or attendance to an event, scheduling

FLSPD: scheduling, post date event (invitation arrived too late)

FLSPL: letters that require a SPECIAL draft response

FLSUG: suggestions

FLTVD: tapes and videos

FLVEN: vendors or services provided

RANGERS: do not open any mail addressed to the Rangers

PRESIDENT: the President's mail that has reached us (no marks necessary)

CC'S: carbon copies that don't require a response (no marks necessary)

?????: letters that are difficult to categorize and need another set of eyes