

SAMPLE TELEPHONE FOLLOW-UP SCRIPT

*"Hello, my name is _____ and I am calling on behalf of (your parish).
May I speak with (First and Last Name), please? If married ask for either.*

Hello, (preferred name). We are contacting fellow parishioners about this year's Catholic Services Appeal.

If no: *"When would be a good time to call back?"* (Note date and time on slip.)

"Thank you and have a nice evening".

If yes but parishioner did not give last year (no amount listed on label): *"Our parish would like to hear from every household and meet our goal of \$_____ for this year. We are encouraging each of our parishioners to participate. Can we count on your participation to assist our Parish in meeting our goal?"*

If yes and parishioner gave last year (amount located on the label): *"I would like to thank you for your generous gift of \$_____ to last year's appeal. Your leadership in giving truly makes a difference for the ministries of the Archdiocese. Our parish would like to hear from every household this year and meet our goal of \$_____. Can we count on your gift of the same amount this year?"*

If a parishioner has questions: Answer the questions to the best of your ability. If you don't know the answer, call them back once you know the answer, or refer the question to someone who could provide the answer. Your parish office and the Appeal Office can both be good sources of information.

If a pledge or gift is made: Thank the person and let them know that you'll make a note of the gift. Reminders are mailed starting in May. If the person wishes, they can make the payment with a credit card. The information on the back of the form needs to be completed including the date and the name of the person you spoke with on the signature line.

If a parishioner decides not to give, or is unable to give: Mark zero on the *total contribution* line and ask the person to pray for the Archdiocese and its ministries.