

Purpose

Get as many people as possible to the Celebration event and provide the team with an accurate number. You may also be asked to assist at the event itself.

Sample Approach

Hello, this is _____ from _____

Is this _____ ?

I'm calling about the Celebration event scheduled for _____ at _____

A few days ago we sent you an invitation in the mail. Did you receive it?

I'm phoning to confirm reservations and I would be happy to confirm your place now.

How many will be attending from your household?

It's going to be a great event; I'll look forward to seeing you there. Thank you so much!

Good bye!

Answering objections

1. What about small children?
2. My spouse will be out town.
3. We've not certain about attending.
4. Didn't receive an invitation
5. I'm the only person in my house that attends church.
6. I don't like all this talk about money OR I'm not making a commitment to this campaign.
7. We haven't been to church in quite a while.
8. What is this going to cost me?
9. I have special dietary needs.

Finger Tip Facts

Where:

When:

What:

Program:

How long will the events last?

What is the dress?

What about children?

When can you begin calling?

Deadline to complete your calls:

To whom do you report?

Phone Tips & Procedures

1. Smile! People can tell if you're smiling on the phone!
2. Stand up! It may give you more energy.
3. Speak up! Don't shout, but the listener shouldn't have to strain to hear you.
4. Silent background. Screaming children and barking dogs don't communicate to the caller that this call is as important as it should be. Calling at the church may be an option. Talk to your team leader.
5. Phone machines: Leave a brief message and your number (if comfortable with that). Call three times.
6. Call from a landline phone not a cell. If you're using a cordless phone make sure it's properly charged and you don't wander out of range.
7. Times to call: 6-8:45p.m. Don't call after 9:00p.m. unless the person is a very close friend.
8. The deadline is essential!