

PHONE SCRIPT: SCHEDULING A VISIT*

DESCRIPTION

Making the phone call can always be a bit nerve wracking. Use this sample as a guide to create your own phone script!

The key is to be yourself, and really listen. Be clear, be kind, and be quick!

SAMPLE: Phone script for scheduling a visit

Opening: Hi, Phyllis. Welcome back to Maine. How was your trip. Everything okay with the house?

Listen. Respond.

Schedule: I promised to call so we could make a date to take you and George over to Headland Lighthouse next week. There's lots going on and I want to introduce you to Elena Jones. She'll be there Tuesday morning from 10:30-noon and Thursday afternoon, from 3 pm to sunset. Which would work better for you guys?

Listen. Confirm.

Confirm: Great! I'll let Elena know we'll join her at 4 pm next Thursday at the Lighthouse. I'll pick you up at the dock at 3:30. See you then.

Get off the call!

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val@vmja.com | www.vmja.com | (610) 565-1352

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If you need an example, check out the sample phone script on my website, or in my book, *Nonprofit Hero!*

ACTIVITY: Write your phone script for scheduling a visit

Opening:

Schedule:

Confirm:

Salutation:

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