

## Phone Script for callers 2024 Day of Giving

*Have the name of the person you are calling and the amount of their last gift handy.*

### **If you get voicemail:**

Hi, Mr./Mrs. \_\_\_\_\_, this is \_\_\_\_\_ and I'm a volunteer with Pack/Troop \_\_\_\_\_ of Simon Kenton Council. I'm calling regarding our "Day of Giving" to ask you to support the Scouting program by making your gift today. Just go to [skscouts.org/dayofgiving](https://skscouts.org/dayofgiving) to change the life of a Scout. Thanks for your support!

### **If you get a live person:**

**Caller:** May I speak to \_\_\_\_\_?

**Caller:** Hi, \_\_\_\_\_, this is \_\_\_\_\_, a volunteer with Simon Kenton Council's Day of Giving. How are you? . . . .

**Callee:** Great

**Caller:** Glad to hear it! I'm part of a volunteer team calling our past donors today about our "Day of Giving". I want to thank you for your past support of the Scouting program that benefits your local Packs and Troops. I see that you gave \$XX last year.

By renewing your donation, you can help us reach our goal to support the more than 843 youth receiving scholarship support in 2024! If you increase your level of support, you can make an even greater impact on the number of youth able to participate in our life-changing programs. Would you be willing to make a pledge today?

**IF YES:** (Callee: I could do that. What are you looking for?)

**Caller:** Great! I just need to get some information to complete your donation card.

*See the process below for more information. Take their gift information then say:*

**Caller:** Thank you so much for your support of Scouting! Have a great evening.

### **IF CALLEE HAS AN OBJECTION OR QUESTION:**

Go to the [Combatting Common Objections and Difficult Questions](#) page and attempt to help overcome the objection.

**IF NO:** (Callee: No, I don't want to give right now.)

**Caller:** I understand, and we hope we can count on your support in the future. Thanks for taking my call and have a great evening!

**IF NO BECAUSE UNHAPPY:**

Listen to the complaint and if you have an answer, feel free to respond. If you don't, say the following and contact a Scout staff person:

"I'm really just a Scout volunteer. Can I connect with you who knows a little more about that issue?"

**IF CALLER SAYS "PLEASE TAKE ME OFF YOUR LIST"**

Caller: "I will make a note that you do not wish to be solicited by phone. Thanks for your time and have a great evening."

Process for taking donations:

**IF THE CALLEE WANTS TO MAKE THEIR GIFT USING A CREDIT CARD OVER THE PHONE:**

Take down that information on the forms provided and turn it in to the DE in charge as soon as possible.

**IF THE CALLEE IS NOT COMFORTABLE MAKING THEIR GIFT USING A CREDIT CARD OVER THE PHONE:**

Ask the callee to pay online at [skcscouts.org/dayofgiving](http://skcscouts.org/dayofgiving) OR I can send a link to your email right now. Would you like to provide me your email address?

**IF THE CALLEE WILL ONLY MAKE A PLEDGE:**

Caller: "OK, we'll be happy to take your pledge. We will send you an email momentarily to confirm your amount. We do need that response in order to count your pledge today, so please respond right away confirming the amount of your gift."