**Phone Script for Reinstatements < 60 Days After Member is Dropped from the Rolls**

**Overall Directions**

**The first part of this script is designed for members who were dropped from the rolls and within 60 days after being dropped from the membership rolls. This script is not designed for those members being contacted for members after that period. Instead use the Reinstatement Script for members that have been dropped for one year or more.**

**This is a team effort. When making these calls, it is important to be coordinated.**

1. **The lodge secretary must be available to take money on the days the callers indicate and be available when calls are being made to take money over the phone by credit card.**
2. **There must be some individuals willing to travel to get checks. It may be the caller.**
3. **We suggest all calls be made from the lodge to assist with coordination.**
4. **ALL LODGE LEADERS must be involved with this effort.**
5. **All lodge leaders must be flexible to deal with issues members bring up as soon as possible.**

**Directions for Callers:**

1. Have the Phone-a-Thon Questionnaire available for each member when you call.
2. Know how to pay dues. Have the lodge secretary explain the procedure if needed.
3. Before the call is placed, fill in the member information and your information on the Phone-a-Thon Questionnaire.
4. Have a class of water or coffee near you in case your throat gets dry.
5. IMPORTANT: This is a “Live” script that requires provides you with statements depending on what the person says. Thus, you need to read through each of the scripts at least once and know where to go when the person first starts discussing reasons why they do not want to remain a member.
6. Say the script out loud to a stuffed animal or practice with another member or lodge secretary. Practice before you make the first two calls. The conversation will be smoother, and you will have more confidence when making the first few calls.
7. What you say is printed in Black, the directions are printed in Red.
8. Stay calm, relaxed and LISTEN to what the person is saying. Think of this script like calling a friend. Adapt the script as needed but try to use the model as close as possible.
9. **Last. !!!!!!YOU CAN DO THIS!!!!!!**

**Script**

**Hello \_(Insert Person’s First name)\_, I am \_(Insert your Name and Title if you have one**) **from the** (**insert the Lodge name or say the Elks if well known**). **How are you doing today?**

Allow the person to talk

**Say, I am calling because we noticed you had not renewed your dues last year and wondering if things were okay.**

**FOR A MEMBER 5 YEARS OR MORE SAY.**

**Say, I am calling because we noticed you have been a member for ( \_\_ Years) but did not renew your dues last year. We are wondering if things were okay.**

Allow the person to talk.

 **If the Member Just Forgot to Pay Their Dues Say:
We know things get hectic and sometimes members overlook dues when lots of things are happening in your life.** **Being reinstated in the lodge is an easy process. Further, if you pay within 60 days of April 1, you do not need to pay extra reinstatement fees. All you need to do is reapply for reinstatement, pay your past dues and this years dues. If you desire, you can come out to the lodge and pay, or, I can have the secretary call you shortly and charge it to your credit card, or we can have someone stop by, get a check from you and give you your membership card. Which of these options would you prefer?**

**If the member is writing a check or traveling to the lodge say,**

 **Can I tell** (insert name of the Lodge Secretary) **that you will be calling
 them today or tomorrow?**

**If yes, say,**  **Thank you. I will let them know you will be calling**.

**If no, say,** **I am trying to help (Insert Lodge Secretaries Name) with their paperwork. When can I tell them you will contact them?**

**Once informed, say**, **Thank you.** **I will let them know when you will be
 calling so they can be at the lodge.**

**If the member needs to have someone collect the check say.**

 **I will let the lodge secretary have someone come out to get the check and give you your card. When would be a good time for you today or tomorrow?**

 **Indicate the day and time on the Questionnaire**

**If the member plans to pay by credit card say,**

**That is good to hear. Once we have finished talking, I will have (insert the secretaries name) call you in a few minutes.**

Once Done Say, **Before I go, is there anything you want to tell me about issues you have or improvements we can make in our lodge?**

Allow to talk and record information appropriately

Once done say,

**It was great talking to you today. I will let** (Insert Lodge Secretaries Name) **know you will be calling them** (insert today or tomorrow)

Close with, **Take care and have a great Elks Day or something similar**.

Record the information on the Phone-a-Thon Questionnaire

**If the Lodge Member Says They are Too Old Say:**

**We understand members sometimes believe they are too old for the order or have difficulty getting to the lodge. If we could assist getting you to the lodge, would you consider remaining a member?**

**If Yes, say**, **Great. I will talk with the Lodge Secretary and see what we can do. They will contact you and see what arrangements can be made. You can talk about dues when you talk to them. How does that sound to you?**

**If No, say,** **That is fine. We understand there comes a time when being a lodge member is no longer a priority in one’s life. If there is anything the lodge can do for you in the future, please let us know.**

Once Done Say, **Before I go, is there anything you want to tell me about issues you have or improvements we can make in our lodge?**

Allow to talk and record information appropriately

Close with, **It was good talking to you today. Take care and have a great day or something similar.**

Record the information on the Phone-a-Thon Questionnaire

**When a Member says They do not Wish to Reinstate,**

**Can you tell me a bit more about why you do not want to remain a member?**

Allow them to respond. Check all reasons they describe on the Questionnaire about why they do not want to remain

Say, **I totally understand how you would feel this way about** [(insert issue(s)]. **It must be frustrating when things like this happen.**

**Note: (If there are multiple reasons say) Of these reasons, which is your top reason for not wanting to remain a member.** (Circle the answer on the Phone-a-Thon Questionnaire)

**Would you be willing to allow me to attempt to resolve this (these) issue(s) before you decide to stop being a member?**

**If yes,** **Ok. I will talk with the other lodge officers** (or others if appropriate) **and either I or someone else will call you as soon as** (insert the Lodge leaders or others) **get together. In the short term, is there anything else you would like to discuss?** **DO NOT DISCUSS PAYING DUES AT THIS TIME**

If yes, repeat the process above

**If No, Say,** **Thanks again for talking with me today. We truly appreciate your feedback about what is happening in the lodge. Again, I will talk with** (Insert names) **about this issue. Hopefully, we can resolve it and you can consider remaining a member.**

**Close with:**

**Have a great day or something similar.**

**Record the information on the Phone-a-Thon Questionnaire. Discuss the issue to the appropriate individuals within two days.**

**FOLLOW-UP CALL**

**If you called the member before, modify the introduction sentence below as needed**

**Hello** (insert member’s name). **This is** (insert your name) **from the Elks. A bit ago you discussed [Insert the issue(s)] with (ME or Insert Person’s Name). We would like to follow up with that conversation and tell you what happened since then**

Inform the person about the outcome

Once done say, **How does that resolution sound to you?**

Allow them to talk.

Say, **Based on your comment (s), how do you feel about remaining a member in the lodge now?**

Allow them to talk

**If Positive Say.** **We are truly glad to hear that. I will let (insert name) know you were positive about its resolution. If it is okay, I will tell the lodge secretary you will be calling them in the next day or so regarding dues. If you desire, the lodge secretary can call you today or someone can come out to give you your card and get a check. Which of these options is best for you?**

**If the member is writing a check, traveling to the lodge or will call the Lodge Secretary Say,
 Can I tell** (insert name of the Lodge Secretary) **that you will be calling
 them today or tomorrow?**

**If yes, say,**  **Thank you. I will let them know you will be calling**.

**If no, say,** **I am trying to help (Insert Lodge Secretaries Name) with their paperwork. When can I tell them you will contact them?**

**Once informed, say**, **Thank you.** **I will let them know when you will be calling so they can be at the lodge.**

**If the member needs to have someone collect the check say.**

**I will let the lodge secretary have someone come out to get the check and give you your card. When would be a good time for you today or tomorrow?**

 **Indicate the day and time on the Questionnaire**

**If the member plans to pay by credit card say,**

**That is good to hear. Once we have finished talking, I will have (insert the secretaries name) call you in a few minutes.**

**Once Done Say,** **Before I go, is there anything you want to tell me about any other improvements we can make in our lodge?**

**If Negative to the Resolution Say**, **I am sorry to hear that. We were hoping that by resolving this issue you would consider remaining a member. What would need to happen for you to change your mind?**

Listen to the answer.

**If There is a Potential for a Resolution Say,**  **I will see what we can do about this and have ( insert name) call you.**

**If There is NO POTENTIAL for a Resolution Say,**  **Okay, I am sorry to hear that but understand. However, before I go, as an option, would you consider transferring to another lodge instead of dropping your membership?**

**If yes,** **I am glad to hear even though you do not like what is happening in ( insert lodge name), you still believe in the good works the Elks do. I will have the lodge secretary contact you and tell you the procedure. If you have not heard from them within one week, please reach out to me. Here is my personal phone number (\_\_\_\_\_\_\_\_).**

**If no, Okay, I understand your position. If there is anything we can do in the future to make you change your mind or if you decide to return, please feel free to call me or the lodge secretary.**

**Thanks again for your time. It was good to talk with you. I wish you well.**