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|  | “Try us you **WILL** like us”  Telephone Script 1  For Reaching Out to Members that have dropped out for various reasons |

1. Introduce yourself

* Hello, my name is\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Chapter of the Order of the Eastern Star.

(pause for about 8 seconds, take a deep breath, then continue)

1. Establish a rapport – the more information that you have about their history in the Order will make it easier to start a conversation

* Am I talking to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?

OR

* Is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_available? (if not available, when is a good time to call back?) or (Is there a better phone number to call him/her at?)
* I understand that you were a member of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Chapter for \_\_\_\_\_\_years (their chapter name may have been different then yours due to mergers, etc.)
* And you held the office of \_\_\_\_\_\_\_\_\_\_\_\_

OR

* And you held several offices including\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Eventually they will ask you why you are calling

1. Use a positioning statement

* The reason I am calling you is to share with you some changes that are taking place in our Chapter meetings and some new programs that are being offered and we thought you might be interested
  + Changes in dress code – Dress pants for sideliners.
  + Changes in introductions – Only Past Grand Matron/Patrons, Grand Officers and Deputy Grand Matron are introduced in the West. All others are recognized (not introduced) at their seats. This reduces the time of introduction, but still recognizes everyone that have served.
  + Changes in requirements for membership – Rainbow Girls and Job’s Daughters who have been active for 3 years and are at least 18 years old can petition for membership
* Chapter and District social events and service activities (some suggestions, list additional as apply to your Chapter)
  + Pot-luck dinner before meetings
  + District Socials
  + Halloween Party for Chapter members
  + Christmas Party for Chapter members
  + Promoting the General Grand Chapter Service Dog Project
  + Dinners out
  + \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Remitting of first years dues and/or re-instatement fees for former members (Chapter must decide before discussing this point)