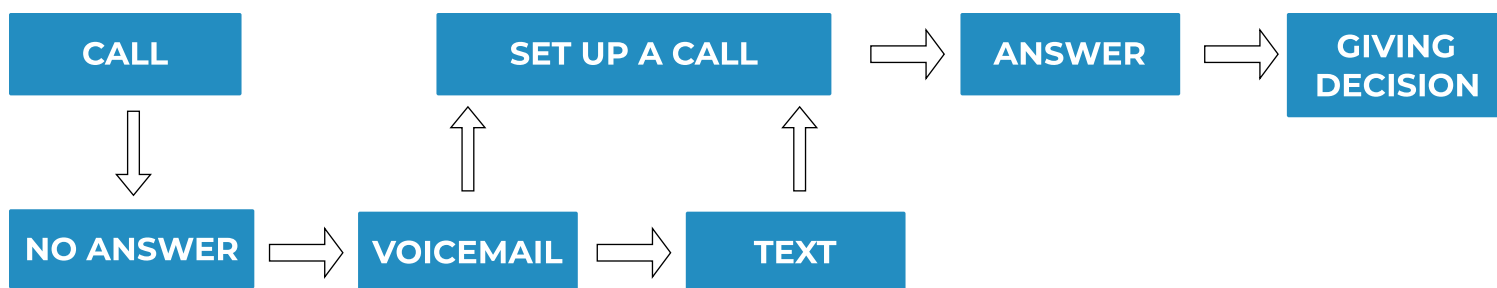


# FOLLOW-UP CALLS

An introduction to follow-up calls



The goal of a set-up call is to receive a giving decision.

## WHAT YOU NEED FOR FOLLOW-UP CALLS:

1. MPDX
2. Your Script
3. Calendar
4. Giving Link



# FOLLOW-UP CALLS

A phone script to follow-up from the F2F

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## 1. Greeting

Hi **(their name)**! This is **(your name)** from The Navigators. How are you? Do you have a few minutes to talk?

### If not a good time to talk

May I call you back in a little while, or would tomorrow at this time be better?

## 2. Transition

### If able to talk

Thank you so much for meeting with me the other day. I had such a great time with you and **(spouse's name)**. **(Connect relationally over something that come up during your F2F)**. I wanted to follow up with you from our meeting about joining my/our team with The Navigators.

## 3. Ask for a Decision

Have you had a chance to come to a decision about joining my/our monthly support team?

### Yes (will give)

Wonderful! Thank you! For accounting purposes, have you determined how much God is leading you to give? **(Pause to allow them to answer. Respond with graciousness)**.

Do you still have the card I showed you with the link on it? **(Pause.)** If you look at that card, you'll find a link that takes you to my/our giving website. Do you need any help walking through how to set up online giving? **(If they need help, walk them through this process.)**

I'm so thankful that you are joining my/our support team. May I confirm your email and mailing address? I'll be sending you a ministry newsletter soon.

### No (not giving now)

That's totally fine. May I send you my newsletter to keep you informed about what's going on in the ministry? **(Pause. Confirm contact info as above.)** Would it be OK if I contacted you again sometime in the future?

### No decision yet

May I give you a call in a few days? How does **(date)** at **(time)** work?

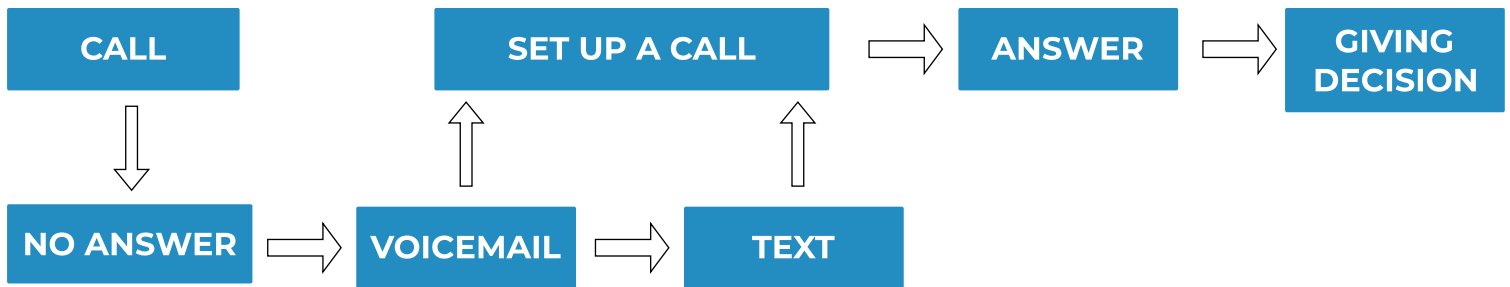
## 3. Close the Call

Thank you so much for taking the time to talk with me. Do you have any prayer requests that you'd like me to pray for?



# FOLLOW-UP CALLS

2 voicemail scripts for unanswered calls



## Voicemail Script

Hi **(their name)**! This is **(your name)**. I am calling to follow up on our time together and see if you've had a chance to pray about joining my ministry team. Give me a call back when you get this, otherwise I will call you back in a day or two. Thanks!

## Post-voicemail Text Message Script

Hi **(their name)**! This is **(your name)**. I just left you a voicemail. I'm following up on our time together to see if you've prayed about joining my ministry team. Is there a good time to call you back? If I don't hear from you, I will call again in a day or two. Thanks!



# THANK YOU NOTES

2 sample "thank you" note scripts

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Send a "thank you" note right after a potential ministry partner makes a giving decision (regardless of whether their decision is yes or no). Your thank-you notes should be personal, handwritten, and sent within the week of the follow-up call.

## Thank You Note Script (will give)

Dear (their name),

Thank you for joining my ministry team. I am so honored that you would invest in what God is doing at/in (city/campus/mission). I look forward to sharing more about what God does at/in (city/campus/mission).

Grateful for you,

(your name)

## Thank You Note Script (not giving now)

Dear (their name),

Thank you for taking the time to sit down with me and hear about my passion for God's work at/in (city/campus/mission). I was encouraged by our time together and look forward to continuing to update you as the ministry continues. Thank you for your prayers and friendship.

Grateful for you,

(your name)

