

GENERIC SCRIPT:

Calling Lodge Widows

Starting a Call:

- *“Good morning/afternoon, this is Brother _____ from _____ Lodge calling. I am the Lodge Ambassador identified in our Trestleboard and I am reaching out to all of our Lodge sweethearts and widows to see how they are doing and if they need anything.”*
- *“So, how are you doing today?”*
- *“Have you been getting out or is someone checking on you? If not, would you like someone from the Lodge to come by?”*
- *Follow up with something you have discussed during a previous call.... “How is your shoulder doing since your surgery? (widow’s recent health status) How is your son/daughter? (widow’s support system)*
- *Daylight Savings Time... “Did you remember to set your clocks ahead?” (or back, as applicable.) “We don’t want you to miss any of your important appointments.”*
- *If it is extremely hot... “How are you faring with this warm weather? Are you able to keep cool? Are you drinking plenty of fluids? You want to be sure to keep yourself cool/hydrated.” If they don’t have A/C or fans... “Maybe you can go to the mall/public library/Lodge to take advantage of the A/C. I can give you a ride if needed.”*
- *Same if it is extremely cold for your area... “Are you warm enough? Do you need anything?”*
- *“Are you receiving the Trestleboard monthly? Would you rather receive it via email or snail mail?”*
- *“Let me confirm your email/mailing address...”*

Ending a Call:

- *“In the meantime, do you have my contact information in case you need anything? You know you can call me any time, right?”*
- *“Well, I need to call some of the other ladies. You have a great day. And thank you for taking my call.”*
- *“Well, it has been nice talking with you and I will be following up with you periodically, if that’s okay?”*

