

## Phone Tips

### Tips for Calling Donors:

- Identify yourself right away as a volunteer board member and thank them for their gift.
- Call at different times of the day to reach donors by phone. Volunteers have told us that Saturday morning between 10 – noon can be a great time to reach donors.
- “Smile” – Donors can hear the tone in your voice.
- Keep the conversation light.
- Close the call with an additional thank you for their support.
- If you are unable to reach the donor directly by phone, leave a voice mail thanking them for their gift and follow-up with a personal thank you note.

## Sample Script

Before making the call, review the information on the Confidential Contact Information Sheet. (Check for the pronunciation of the name and how involved they have been with the Girl Scouts.)

**Caller:** *“Hello. My name is (Your Name). I’m a volunteer board member with Girl Scouts of Western Ohio. May I speak with (Name of Donor)?”*

*“I’m calling to thank you for your gift to the Girl Scouts. Your support really makes a difference in the lives of girls and young women in our area.” Ask them about their connection to Girl Scouts or about their Girl Scout experiences. If you know their connection, feel free to reference it and ask them for more details. (During this brief conversation, donors will often volunteer personal information about themselves and their family. Often you will learn about their giving interests and why they give to Girl Scouts of Western Ohio.)*

*“I really appreciate your time today and thank you again for your generous support of Girl Scouts of Western Ohio.”*