**OUTBOUND CALL INSTRUCTIONS**

Thank you for volunteering to make outbound calls to remind friends and listeners of Spirit Catholic Radio about our upcoming Fall Care-a-thon!

Your call list and the script that you should use for making your outbound calls are included.

Here are some important items to keep in mind as you make your outbound calls:

\* Call each person on the list and make a notation in the “Notes/Comments” box regarding the outcome of the call. See the “Notes/Comments” Key for some handy abbreviations, which you can use.

\* As each call is placed, read directly from the script.

\* If you are able to talk to someone directly, it is acceptable to engage in a brief, friendly conversation with the person. If you receive an answering machine, please leave a friendly message by reading from the script.

\* If a person wants to be removed from our calling list, or the phone number is incorrect or no longer in service, thank them and note this information in the “Notes/Comments” box.

\* If a person has a prayer request, please keep a separate list of these (either handwritten or typed) and submit the list to me when you are finished making your calls. The prayer requests will be placed in our Chapel of the Word Incarnate in Omaha. The Spirit Catholic Radio staff prays as a group weekly and includes the prayer intentions received from our listeners.

Thank you again for your assistance. If you have any questions, please email me at amber@kvss.com or call me at (402) 991-7084.

**OUTBOUND CALL SCRIPT**

“Hello, this is \_\_\_\_\_\_\_\_\_, a volunteer with Spirit Catholic Radio. May I speak with (or I am calling for) (person’s name)?

I just have a brief message for you. I’m calling to let you know Spirit Catholic Radio is hosting its Fall Membership Drive called Care-a-thon this week, now through the 5th. We encourage you to tune in this week and pray for the success of the Care-a-thon. Also, do you have any prayer requests that Spirit Catholic Radio can pray for in their Chapel?

Thank you for your time…. And we hope you can invite a friend to listen to Catholic Radio!

May God bless you!”

**“Notes/Comments” Key:**

**Spoke with \_\_\_\_\_\_:** If you spoke with a person on your list

**VM:** Voicemail Message left

**NA:** No Answer

**LM with \_\_\_\_\_\_\_:** Left message with someone (another family member, etc.)

**RFL:** Remove From list (no longer wants to be on our calling list)

**NLS:** No Longer in Service (phone number has been disconnected)

**Additional information, if needed:**

**Care-a-thon Times:** 7 am - 6 pm, Monday through Friday

**Spirit Catholic Radio’s Email:** kvss@kvss.com

**Our Website:** [www.spiritcatholicradio.com](http://www.spiritcatholicradio.com)

**Our Toll-Free number**: 855.571.0200

**Number to call during Care-a-thon week to make a pledge:** 855.571.1027