

DETAILED TELEPHONE CALL SCRIPT

Preparation Before the Call

- Have your name, role, and church name ready.
- Have a short description of what your church already offers for families/community.
- Be clear what you want: an introductory meeting.
- Keep a pen and paper nearby for notes.

Opening the Call

Receptionist/Initial Answerer:

"Good morning, [Family Hub Name], [Receptionist's Name] speaking."

You:

"Good morning, thank you. My name is [Your Full Name], and I'm [Your Role] at [Church Name] here in [Town/Area]. I'm calling to ask if I could speak with someone about community partnerships or working with local organisations to support families — would that be [Manager's Name if you know it] or someone else?"

If transferred or if speaking directly to the right person:

"Hello [Name], thanks for taking my call. As I mentioned, I'm [Your Name], and I'm [Role] at [Church Name] here in [Town/Area].

We really admire the Family Hub's commitment to supporting families across our community. At [Church Name], we have a strong heart for local families too, and we're reaching out to see how we could work together or complement the fantastic work you're already doing."

Explaining Who You Are (Short Profile)

"By way of a quick introduction:

- Our church has been serving [Town/Area] for [number] years.
- We currently run [brief mention of family-oriented services – e.g., parent support groups, toddler groups, food bank support, mentoring programmes, youth work, holiday clubs].
- We are keen to strengthen relationships with the wider community, and especially to connect with initiatives like Family Hubs where there's a shared purpose."

Making the Invitation

"I'd love to meet with you — even for a short conversation — to hear more about your current priorities and explore whether there are ways we could collaborate, volunteer, or help refer families into your services, or maybe work together on specific initiatives."

Optional addition: "We're also very mindful about safeguarding and working within professional boundaries, and would be happy to discuss any protocols you require."

Ask:

"Would you be available for a short meeting in the next couple of weeks? We're very flexible and happy to come to you or host you at [Church Name], whichever is easier for you."

Handling Different Responses

If Yes:

"That's brilliant — thank you! What day or time would suit you best?"

If No / They Are Cautious:

"Of course, no problem. Would it be helpful if I sent over a short email with more information about who we are and how we're hoping to contribute? I'd be very happy to follow up at a time that suits you."

If They Redirect You to Someone Else:

"Thanks so much — could I take their name and contact details please? And would you mind letting them know I'll be reaching out?"

Closing the Call

"Thank you again for your time today. We're really looking forward to building connections across the community and seeing how we can support the important work you're doing. I'll [confirm next step — e.g., 'send you an email' or 'see you on [date]']. Have a great day."

Tone Guidance

- Be warm, professional, respectful, and brief where possible.
- Speak positively about the Family Hub — showing that you value and admire their work.
- Avoid sounding like you have an agenda beyond listening and supporting.
- Keep it light: you're offering partnership, not imposing.