

SAMPLE CHECK-IN CALL SCRIPT

FOR YOUTH MINISTRY



**YOUTH
MINISTRY**
Episcopal Diocese of the
Central Gulf Coast

There are of course, a variety of ways to handle these calls. Ministry Architects regularly assists its client churches in developing plans like these to help youth staff effectively and confidently develop an accurate database all the while building rapport with youth and their families. For more information on becoming a Ministry Architects church please contact us at (877) 462-5718 or info@ministryarchitects.com.

A WORD BEFORE GETTING STARTED

If calling people whom you don't know feels a little awkward to you, that's just proof that you have a pulse! As a youth ministry staff, we are committed to knowing our families, letting them know that their church family loves them. Our team does a great job at welcoming families when they show up to our church. Now, we'll be taking the next step of staying in touch with our families, even (especially!) when we don't see them for a while.

It all starts with getting a clear picture of who our families really are, and that's what this series of calls is all about. Your mission, as the coordinator of your area (junior high, senior high) is to gather accurate contact information for all our families and to help us identify those families who no longer consider themselves a part of our church family. Developing an accurate database will be invaluable, not just for our work as staff but also for the volunteers who serve alongside us.

What follows is a sample script to help you in making these calls. The key though is not that you say it just the right way, but that you effectively gather the following information:

- Checking and editing all contact information on the spreadsheet.
- Identifying anyone on the list who indicates that he or she no longer wants to be considered a part of our church family.

It's likely that it will take several attempts with most families, so don't give up! We can do this!

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Hi, this is _____ with the youth ministry at _____ Church. I'm serving as the coordinator of the _____ ministry this year and wanted to introduce myself to you and just confirm that we have the right information for your family.

- **(If you're actually talking to someone):** Is this a good time to call, or would you like me to call back and just leave my question on your answering machine, and you can call back when you have time? Or would you like me just to call back later?
- **(If it's a good time to talk):** This is the information we have for your son/daughter (read the information on our spreadsheet, allowing them to correct the information as you go).
- **(If they say they are no longer attending the church):** I am so sorry to hear that. Are you saying that you'd like us to remove you from the mailing list, or would you like to continue to get information about what's going on at our church? Your son/daughter's class will be meeting at _____ (time) in _____ (place). I hope you'll consider returning to be part of our congregation again. Please feel free to call me anytime if there is anything we can do for your family.
- **(If you're leaving a message):** This is the information we have for your son/daughter (read the information on our spreadsheet). Would you do me the favor of giving me a call back and letting me know if we've got it right? My number is _____ and my email is _____. Feel free just to leave me a message if I'm not available when you call.

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WHAT TO DO WITH THE INFORMATION YOU GATHER

When you discover changes that need to be made to the contact information for a child in your department, make those edits in red in your own copy of the database and send those changes to [appropriate person]. [Appropriate person] will make changes to the master database. If a family indicates that they no longer would like to be included in the church mailing list or membership, remove them from your database and let _____ know, so that he/she can follow up with the family to confirm.

If a family indicates that they no longer wish to be included in the church membership but would like to remain on the mailing list, indicate that information to _____ and she/he will add them to another list.

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