



# Phone Script for Angel Tree Deliveries and Parties

**Instructions:** Make a copy of this script for each contact you plan to make. Write the appropriate names where indicated for blank spaces on the script and the Gift Request Form. This will make your job much easier when you are on the phone.

**Application/Family #:**

**Phone numbers to dial:**

**Primary**

**Secondary**

**Other**

## CALL SCRIPT

Hello! This is , and I am a Prison Fellowship Angel Tree™ volunteer with

May I speak with  ?

*(To the Caregiver):*

*(Repeat greeting if the Caregiver wasn't the first to answer the phone.)*

Hello! This is , and I am a Prison Fellowship Angel Tree™ volunteer with

has asked us to include  in the program this year. As you may know, Angel Tree® is a program for local churches and organizations to buy gifts for children on behalf of their incarcerated parents at Christmas.

Is/are the child(ren) aware that  is incarcerated?      Yes      No

Is this child(ren) living with you now?      Yes      No

Do you have any objection to the child(ren) receiving these gifts?      Yes      No

We could use your help to select a great gift. As I mention each child, please let me know if there is a nickname or another name the child goes by. First, let's talk about .

How should the gifts be addressed? (from Dad, Daddy, Mom, etc.)

Do we have your correct mailing address? (Have them give you the address.)

Will you still be living at this address at Christmastime?      Yes      No

This person has been listed as an alternative contact: .

Alternate Contact and Phone Number(s)

Is this information correct?      Yes      No

**If you are delivering to their home or other location:**

Volunteers from our church/organization will be delivering gifts on \_\_\_\_\_ at \_\_\_\_\_ . (Give them several options.)

Date

Time

Will you and the child(ren) be available for a short visit?      Yes      No

We look forward to meeting you and distributing the gifts to the children.

**If you are having a party or other event:**

Our church/organization is hosting a Christmas party for all our Angel Tree families on \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_

Date

Time

Location

Will you and the child(ren) attend?      Yes      No

We look forward to a fun time and distributing the gifts to the children during this event.

Do you need assistance with transportation?      Yes      No

*If yes, provide instructions on how to arrange for transportation.*

*If no, reiterate your church/organization's excitement about serving their family.*

Transportation Instructions

Attendance:      Yes      No      Transportation:      Yes      No

Thank you for your help. Please write down our church/organization's name and phone number in case you move or have a phone number change prior to Christmas. Do you have any questions for me? \_\_\_\_\_

Church/Organization Name & Number

Goodbye and God bless!

**IF YOUR CALL IS NOT ANSWERED**

Leave a message indicating that you are calling from Angel Tree and will call back at a specific time and date. You may also choose to leave a number where they can return your call. Be sure to clearly explain what information you need from them, especially a current address, to avoid delays in arranging gift delivery.      Yes, left message.

**TEXT SCRIPT**

**Instructions:** Make a list of the caregivers and their phone numbers that you text this message to. Do not include child(ren) name in the text.

This is \_\_\_\_\_, a Prison Fellowship Angel Tree™ volunteer with \_\_\_\_\_.

Your Name

Church/Organization Name

Would you please call me at \_\_\_\_\_ about this Christmas? Thank you.

Your Phone Number