



Call Script

First Impressions are everything. Remember these calls are to start the engagement process and build trust. Make it personal with each call you make.

BEST TIME TO CALL: 4PM - 6PM

1st Call: 24-48hrs after email notification of their email

Hello, my name is **<first name>**, I am calling to thank you for your recent interest in attending one of our Medicare Educational **<dinner or lunch>** event on **<date & time>** at **<venue>**. I just need a few minutes of your time to ask a few questions that we like to ask prior to attending our events and share detailed information on the event itself.

- 1 Refer to them by name, are there any particular topics or questions you would like us to discuss that wasn't listed on the invite? I usually gather 3-4 of these common topics or questions and try to cover them as a group at the event.
- 2 Do you or **<guest names>** have any dietary restrictions that I would need to let the restaurant know in advance before you all join us for dinner? ***(Ask for their menu selection if you prefer at this time)***
- 3 If you need handicap parking it's located
- 4 Our Dinner event will be held in the room **<location in the restaurant>** **<front back or left/right>** after entering the restaurant. Please join us 15 minutes prior to the event start time to give us a few extra minutes to get everyone registered and seated.
- 5 Lastly, myself or someone from our office will be calling you the day before the event to confirm you and your guests will be attending. We need to let the **<venue name>** know the # of meals needed for this evening event. We will be calling to remind and confirm your reservation the day before your event between the time of **<4pm-6pm>**. Please be prepared to confirm your reservations with us during this call. Is this the best # to reach you at? Do you want to provide a cellphone or other # for this confirmation call? Thanks for your time and we look forward to seeing you on **<date & time>**

2nd Call: 24hrs prior to the event | Dinner Event Confirmation Calls

Hello, my name is **<first name>**, I am calling to confirm you and **<guests names>** will still be attending our Medicare Educational **<dinner or lunch>** event on **<date & time>** at **<venue>**. If you have any questions or can confirm all guests will be attending, please call me back directly at **<000-000-0000>**

We look forward to you joining us at **<venue>** on **<date & time again>**
(If leaving a message leave phone number)