



Ground Control Call Sample Scripts

The following scripts can help you and your team make well check calls to members and former members. Use these, modify them or draft your own before reaching out. Remember, the most important part of the call is to see if the member and their family are OK, if the Auxiliary can help and to invite them to celebrate any planned events or activities.

MEMBER CALL

Hi, [MEMBER'S NAME]. This is [YOUR NAME] from our auxiliary unit. Our unit is calling each member to see how they're doing and if the unit can be of assistance in any way.

Just a reminder our unit meets (date and time) and we would like you to be part of our meetings. We do understand if you are unable to attend, we have other options available to participate for you and your family.

Upcoming events that are happening are _____. If you would like to be actively involved, please let me know and I will make the arrangements and contacts for you. If not, please join us on (date of event) and meet some of the members of our unit.

Please let me know if there is anything we can do for you or your family.

I'm also calling just to say thank you for honoring your loved one's service with your continued membership. Thank you for helping to fulfill our mission of *SERVICE NOT SELF!*

My phone number is [XXX-XXX-XXXX] and my email address is [xxxx@xxx.xxx]. I look forward to hearing from you.

See you soon!

MEMBER WHO HAS NOT YET RENEWED OR EXPIRED

Hi, [MEMBER'S NAME]. This is [YOUR NAME] from American Legion Auxiliary Unit [xxx]. I want to thank you for your membership and see how things are going for you and your family.

I noticed your current membership has not been renewed and I would like to encourage you to renew either online or by sending in your membership notice to (membership chairman contact information).

All our members are important to us. We understand not everyone can be actively involved at this time but just by your membership you increase our impact in the community, state and nation. Your membership counts!

Thank you for honoring your loved one's service with your continuous membership.

If you need anything, call me anytime at [xxx-xxx-xxxx] or email me at [xxxx@xxx.xxx].

Let's stay in touch!

MODIFY SCRIPTS TO SUIT YOUR NEEDS

