**MEMBERSHIP RENEWAL PHONE SCRIPT**

This phone script should be used to encourage members to re-register when the new season registrations are open. The caller should know the following before calling a member:

* Name
* Membership type
* Program they participated in
* How long they have been a member for
* Email address

If the member provides feedback, ensure it is recorded and passed on to the club committee for consideration.

**Voicemail Script**

*Hi, this is YOUR NAME I am the POSITION for CLUB NAME.*

*I called to let you know that the new season registration for CLUB NAME is now open. The easiest way to renew your membership is to contact our Club Treasurer NAME on PHONE NUMBER.*

*If you have any questions, please call me on PHONE NUMBER.*

*Thank you and looking forward to seeing you this season.*

**Phone Script:**

*Hello, my name is NAME and I am calling from CLUB NAME.*

*How are you?*

*I am reaching out today to let you know the registrations for the new season have now opened. Are you considering registering (or insert child’s name if a junior) again for the new season?*

***If yes, then:***

*Great – the fees for the new season are $XXX. I will send you an email with instructions on how to renew your membership online. Is your best email still EMAIL ADDRESS?*

*Great – keep an eye out for that email.*

*Do you have any questions about the new season?*

*If you have any questions, please call me on PHONE NUMBER.*

*Thank you for your time today and we are looking forward to having you back for the new season.*

***If no, then:***

*No problem. May I ask why you have decided not to return?*

*I am sorry that you feel that way but do understand. Is there anything that we can do so you reconsider renewing your membership?*

*Thank you. I will pass your feedback to the club committee.*

*Thanks for your time to speak with me today, and I hope you will reconsider coming back to CLUB NAME in the future. Please call me on PHONE NUMBER at any time with any further questions or feedback.*