

SECOND-TIME GIVERS

→ Phone Call: Answered

Hi, this is {insert name} with {church}. How are you today, am I catching you at an OK time? I am calling today for a few reasons. First, I wanted to see if we can pray for you in any way? {wait for an answer to respond appropriately}. I'd also like to thank you for supporting the ministries here at {church}. We are grateful for people like you and can see lives directly impacted by your support.

{Note: for the next section, check your MortarStone platform or ChMS to get information on current church involvement and adjust the speaking paragraph based on their data.}

If you haven't already, I'd encourage you to check out {insert connection-type class or small groups}. There are a ton of ways to get further connected to {church} and we'd love to have you join us in ministry.

Thank you for taking the time to talk with me today, and if you have any questions or additional prayer requests, please let us know.

Have a great day!

AFTER THE CALL:

1. Take notes in your MortarStone giver profile on the prayer requests, questions, concerns, etc. they may have shared with you.
2. If needed, contact ministry directors for further follow-up on the conversation discussed with the giver.

→ Phone Call: Voicemail

{Note: 70% of phone calls will go to voicemail}

Hi, this is {insert name} with {church}. I am calling today for a few reasons. First, I wanted to see if we can pray for you in any way and I'd also like to thank you for supporting the ministries here at {church}. We are grateful for people like you and can see lives directly impacted by your support. If there is anything at all we can do to serve you, please do not hesitate to call our church offices directly xxx-xxx-xxxx. Otherwise, we will be praying for blessing on you and your household! Have a great day.

→ TEXT MESSAGE: Phone Call Answered

Thank you for your time today! Please feel free to let me or anyone at the church know how we can further serve you! If you get the chance, you can check out {insert connection-type class or small groups} online at [church website].

→ TEXT MESSAGE: Voicemail Left

Hi there. This is [name] from {your church}. I called and left a VM for you today. I am following up to let you know if we can serve you in any way to please feel free to call the church offices: xxx-xxx-xxxx. Have a Joyful Day!

THIRD-TIME GIVERS

Third-time givers typically have become dedicated supporters of your church and ministry. These givers believe in the vision, mission, and direction of your church and should be considered for volunteer ministry opportunities.

The phone call, voicemail, and texts for third-time givers are essentially the same as with second-time givers. Remember, when calling third-time givers, it is essential to check their church involvement in MortarStone or your ChMS. If they are not connected to a particular ministry or attending a church class, now is the perfect time to get them involved. During your conversation with a third-time giver remember to do the following:

1. Thank them for their continued financial support
2. Invite them to attend a church class
3. Connect them to online resources for small groups and volunteer opportunities
4. Ask them if they have a particular ministry that God's leading them towards.
5. End the call with information on ministry contacts.

Don't forget to take notes in MortarStone and direct their answers to the appropriate ministry leader for follow-up.

***For more information on reaching and discipling generous givers,
email: info@mortarstone.com or visit MortarStone.com.***