

Mountain Ridge HS Marching Band - BLT Phone Call Information

Step 1 - Preparing for the Call

Access and be ready to use the following documents:

- Band Letter and Band Brochure 2020
- 2020-21 Pride of the West Google Sheet
- Guided Phone Script - print this out, read aloud and practice BEFORE you make your first call

Assign students with the other BLT in your section so you know which students are “yours” to call. This way they will not receive duplicate calls.

Review general goals of the call:

- General check-in on how the student and the family is doing
- Building a strong/positive relationship with rookies and vets
- Inviting them to Start-Up Day
- Determining best student contact (cell #) and ADD to Google Sheet
- Doing your best to answer any questions they may have about the Band

Step 2 - Use “Guided Phone Call Script” and place a call to the family

If the family answers the phone, follow the script and ensure you are doing the following:

- Listening intently
- Validating and summarizing thoughts and concerns
- Generating next steps with the family (i.e. attend Start-Up Day, daily practice)
- Obtaining permission from the family to contact the student directly

If the family does NOT answer the phone, use the Voicemail Script and leave a voicemail to leave a message for the family to call you back.

If the family does NOT return messages after multiple attempts and/or the phone line is disconnected, do the following:

- Document this in the notes of the “2020-21 Pride of the West” Google Sheet

Step 3 - Follow up if needed

If a need or question was expressed on the call that you couldn’t answer, document this on the “2020-21 Pride of the West” Google Sheet AND contact Mr. Vogel on Slack

Mountain Ridge HS Marching Band - BLT Guided Phone Script

Introduction

Ex: Greeting: "Hello/Good Morning/Good Afternoon"

Ex: "May I please speak with Suzie?"

Ex: "My name is Brandy Anderson and I am on the Band Leadership Team at Mountain Ridge High School."

Example Voicemail: "Good Morning/Afternoon. My name is Brandy Anderson and I am on the Band Leadership Team at Mountain Ridge High School. I am calling today/this morning to check in with you and your family. I would also like to invite you to some upcoming events for our Band. Please give me a call back when it is best for you at 623-555-5555. If I happen to not answer, please leave me a message with the best time to reach you."

Request Permission

If you reach the family directly, take the time to request permission at the beginning of the conversation to set a positive tone, respecting their time and choice to speak to you.

Ex: "Do you have a few minutes to chat right now?"

Ex: "Is this a good time to speak?"

Set the Stage

Briefly explain to the family the nature of your call and what you hope to accomplish during this phone check-in.

Ex: "I am calling today/this morning with a couple of goals in mind. I would love to take this opportunity to check in and see how you are doing."

Ex: "I would also like to invite you to some upcoming events for our Band"

Ex: "How does that sound to you?"

Facilitate Check-in Dialogue

Carefully ease into your conversation about how the family is doing and what needs they may have. Take the time to ask Suzie's family about their well-being.

Ex: "So Suzie, how are you and your family doing?"

It sounds like...

What I'm hearing you say...

Offering an Invitation and Specific Information about the Band

Be specific about how you will help Suzie and her family in connecting with our Band

Ex: "We have Guard Spin Clinics/Percussion Spring Training on Tuesdays/Thursdays at 5 PM/7PM"

Ex: "Have you been on our Zoom calls?"

Ex: "Did you receive the Meeting ID and password from Mr. Vogel?"

Ex: "Can I tell/text the Meeting ID and password to you now?"

Guard Spin Clinic Meeting ID: Password:

Percussion Spring Training Meeting ID: Password:

Ex: "We have Band Start-Up Day on Saturday, May 16th at 9:00 AM on Zoom."

Ex: "Did you receive an email from Mr. Vogel the Meeting ID and password?"

Ex: "Can I tell/text the Meeting ID and password to you now?"

Start-Up Day Meeting ID: Password:

Ex: "Did you receive the mailing from Mr. Vogel?"

Ex: "Please fill out and return the yellow Medical Form (scan and email to Mr. Vogel, then mail the original to the high school), this is the permission slip for all Band/Guard activities for the entire school year"

Ex: "What is the best number to reach Suzie/you directly?"

Ex: "Does she/you prefer a text or a call?"

Ex: "My number is 623-555-5555"

Ex: Our contact list says that you play the horn, is this correct? Do you have an instrument at home that you can practice on? Is this the instrument that you are planning on playing at Mountain Ridge?

Ask for Questions

Open the door for them to ask questions about our Band/Guard

Ex: "Did I miss anything? Do you have any questions for me? Is there anything else I can support with?"

End the Conversation on a Positive Note

Suggest that you remain in contact through a mode of communication that is ideal for them.

Ex: "Thank you so much for your time today. I've really enjoyed talking with you. If there is anything you need or any questions you have, please don't hesitate to contact me. Stay safe and healthy."