



# Welcome Sessions for New Families

## Phone Follow-up: A Sample Script

Placing a phone call to newly assigned families to follow up on a written invitation serves many purposes:

1. A personal call truly welcomes new families and helps them feel a part of your school community.
2. Calls encourage families to attend the Welcome Session and convey the importance of family involvement right from the start.
3. Information collected from these calls will let you plan for an appropriate number of people at your open house.
4. Phone calls also provide important information about families who may have moved or for other reasons have decided not to accept a seat in your school. *This information should be conveyed to your operational leader.*

**YOU DO NOT NEED TO MAKE THESE CALLS YOURSELF:** Enlist the help of other school staff, your parent liaison, parent council or other active and bilingual school families. Those making calls may feel best prepared with a script in hand. Feel free to edit the script below to meet your school's needs.

### **Sample phone script:**

Hello, may I speak with a parent of (child's name)? My name is (name) and I am (role in school: parent, teacher etc.) at the (school name). I am calling to welcome your family to our school. I also want to be sure you received the invitation to our Welcome Session on (day and time). Will you and your child be attending?

*(If the above response is "No")*

Can you tell me if you will be attending the (school name)? *(If the answer is "no", or "don't know yet")* I would encourage you to call (principal's name) to let him/her know so they may extend the seat to another child on the school's wait list. Do you need me to give you that number *(have school phone number handy.)*

I look forward to meeting you and your child. Do you have any questions for me? *(If you can't answer a question with certainty, either direct the person to someone who can or offer to find out and call back!)*

Thanks for your time.  
Take care.

