

WHOLIVES CORPORATE



IMPACT

PROGRAM

After Email Phone Script

Receptionist Answers Your Call

"Hi, is "Bob" in the office today?"

Scenario 1:

Either they say no he's not, or he is, but he's unavailable. Then you say,

No worries, can I just leave him a voice message?

When they say "yes", then you say

Thanks, can I also get his extension in case I need to call back after hours?

LEAVE A VOICEMAIL SCRIPT:

"Hey Bob, this is __ with WHOlives, a local nonprofit. I dropped you an email a couple of days ago about a social impact program. There was a short one minute video that I wanted you to watch. You can search for it under my name, ---- at WHOlives. Or if you can't find it, you can give me a quick call at (your number here, leave twice) and I'll send it to you again. Alright, talk to you later."

SCENARIO 2: FROM RECEPTIONIST:

You: Hi, is Bob in the office today?

Receptionist: He is, can I ask what this is regarding?

You: Sure! This is _ with WHOlives.

I work for a nonprofit, and we've been teaming up with a few businesses to get clean water to developing countries. I told "Bob" in the email I'd check back with him.

(If they say he's unavailable or they'll transfer you to his/her voicemail, go back to scenario 1

If they say he is available and transfer you to him/her, follow the “Decision Maker” script below)

SCENARIO 3: (IF THE RECEPTIONIST STILL ASKS FOR MORE INFORMATION, USE THIS SCRIPT)

I can take about 10 minutes and tell you what we’re doing, or I can show you a video that will explain it even better in about 90 seconds. Are you at your computer?

<https://vimeo.com/www.vimeo.com/WHOlives/partner>

What did you think about that video? That’s why I was trying to get a hold of “Bob”. Is he the person I’d talk to or would it be someone else?

Decision Maker Script

DECISION MAKER OPENER:

Hey Bob, __ here, how are you doing?

I’ll make this quick. I sent you an email yesterday on our social impact program. Did you happen to see it?

Yes... Cool did you have any questions about it?...Then go to closing script below

If No... No Worries, I know most executives are busy.....so in a nutshell, we have this innovative social impact program that will help keep your employees engaged at work, and keep your customers loyal to your brand... Are we good so far?

Great, and because we’re a nonprofit, the good news is it’s all free to you... and the bonus is at the end of the day, you and your company will be helping us save the lives of over 3.4 million people who needlessly die every year because of scarce and contaminated water issues in these developing countries.

I have a 90 second video I can share with you and It will explain better the impact that some businesses, like yours, are having on people who live in these horrible scenarios. Would that be ok?

If you’re at your computer, or even on your phone, just type in www.vimeo.com/WHOlives/partner

After they watch.. “So what do you think?”

Closing Script

It only takes about 20 minutes to go over this with you in person. And because I know you're typically pretty busy, if you want to invite somebody else in your company to join us, then if everything sounds good to you, I can just liaison with that person to get things started. Would that work for you?

Set a Time to Meet:

I have a couple slots open, one on "Tuesday at 4:00" and another on "Thursday at 2:00", which one is better for you?

(choose two times for them to pick from)