



Thank you for participating in AGO's Member Care Month!

Who is Member Care Month for?

Everyone! AGO volunteer leadership and staff will contact every member to let them know they are appreciated.

Why?

The purpose of these calls is to connect with our members and let them know how much we appreciate them. Members who feel valued stay members!

When?

Throughout May 2022.

What makes a great thank you call?

A smile and enthusiasm for AGO.

What do I say?

Greet the person by name and introduce yourself, Make sure you include your connection to the AGO. Thank them for their membership. Here's a sample script:

Hi *Member Name*,

I'm *NAME*, the *VOLUNTEER TITLE* from *CHAPTER/COMMITTEE/ETC* of the American Guild of Organists.

I would like to personally thank you for being a member of our *CHAPTER/COMMITTEE/GUILD*. I truly appreciate the impact of your membership. You enable the AGO to engage and uplift organists by sharing knowledge, expertise and enthusiasm for the organ. Is there anything I can help you with?

Thank you for your time. It was great connecting with you.

Should I leave a voicemail message?

Absolutely! You can leave a short message of thanks.

Don't get discouraged if most members don't want to chat a lot or if you mostly end up leaving messages. Thank you still counts!