## Sample Phone Script to Inactive Members

Hello, my name is \_\_\_\_\_\_ and I am a member of the Membership Committee of the (STATE) Association of Nutrition & Foodservice Professionals. Is this an ok time to talk?

I was sorry to receive word of your decision to leave our organization. May I ask what prompted this decision?

*Too expensive*

Did you know that there are scholarships and grants available from the Foundation? For more information, I can send you the website [www.NFEFoundation.org] or you can talk to someone at ANFP Headquarters [800-323-1908].

*Career change*

We enjoy hearing different perspectives and try to offer education for various fields.

 *Dues not paid/ CEs not earned on time*

 You can either renew membership under the member login at [www.ANFPonline.org](http://www.ANFPonline.org) or call 800-323-1908.

*Lack of benefits*

As an active member, we will make every effort to make sure your expectations are met.

* Access to discounted and free CE (Edge articles, chapter meetings, CE monthly specials, etc.)
* Educational programs at the local, state and national level, giving you the chance to learn the newest trends and issues in the food service industry.
* Opportunity to network with others in the foodservice industry – learn first-hand what others are doing that may work for you.
* Volunteer opportunities that can make a difference in the industry’s future.

Thank you so much for your time today!

DECLINED: We hope you reconsider your decision because we would love to have you join us at the next meeting.

RENEW: We are so excited to hear your decision! We look forward to seeing you soon at our next meeting. Again, we also welcome your input as a volunteer, whether it be a big or smaller contribution.

If you have any questions about ANFP, please feel free to give me a call. Thank you!