

T65 SCRIPT

1. Hey Mr / Miss _____ (First name if you have it). How are you today?

*Pause for response

2. My name is _____, and I work for Senior Resources in downtown Fayetteville.

* pause for response

3. It looks like your IEP starts in _____(birth month). Have you received your red, white, & blue card?

* pause for response

4. Excellent, We help with that. (regardless of whether or not they received their card)

5. I'm going to be out your way _____(day of week you're working that area) , around _____(time of day such as lunch time etc) will _____(time 1) or _____ (time #2) be better for you?

* Pause for response

6. Okay great. I've added you to my calendar for _____(day) at about _____(time). Go ahead and add me to your calendar please, and I will see you _____(day) at about _____(time). Have a great day.

*******Answer all rebuttals with "that's why I'm calling _____ (rephrase their concern) " and go back to the script**