

Encounter Call Team Instructions and Q&A's -

- **Who is on the Call Team? You are.** Every registered server for an Encounter weekend is on the Call Team. You will be responsible for reaching out to the **Emergency Contacts** for the 1-4 Attendees that are assigned to you. *(Note: These are not necessarily the Attendees you will be serving during the Encounter weekend.)*
- **When should I receive my call list?** Servers will receive an email 2-3 days after A2B or ME registration closes. You may use this email to access your call list OR you can find your call list by using the EM app or Website via the SERVER page. (<https://encounterministry.org/servers>). Once you're in the app or on the website, click "Servers", and then click "Server Page".
- **What password do I use to access the Server page & where do I find all the details?** The password to access the Server Page is the same as the server code for each Encounter. Once you log into the Server page, you will find all the details for this specific Encounter, including the call deadline date, along with the information that you need to provide to each contact, as well as other helpful information.
- **Where do I find my calls?** Once on the Server page, scroll down towards the bottom where it says "Access Your Calls Here". Begin typing your name & a drop down will appear. Then select your name.
- **What if my call list is blank?** If your call list is blank, do not assume that you do not have calls to make. Please reach out to Jr or Natalie Bowen (numbers below) & they can help with accessing your calls.
- **Who do I call? Do NOT call the attendee.** You will call **BOTH** EMERGENCY CONTACTS listed for each Attendee. It is important that you speak with both contacts because the attendee could list both parents who are divorced and don't speak to each other. If you only contact the attendees' dad, the mom would never be given the information.
- **Can I text the contacts?** Sometimes it is helpful to send a brief text initially. Let the contact know who you are and tell them you would like to talk about "John/Sarah Smith" going to Men's Encounter/A2B. Ask them to let you know when a good time would be to talk. IMPORTANT: DO NOT SEND A TEXT PROVIDING ALL THE DETAILS WITHOUT HEARING FROM THE CONTACT FIRST.
- **Should I leave a voicemail?** Like the initial text, voicemails are good for minimal details. Here is an example for the voicemail/text message: *Hello Sarah! This is Natalie Bowen with Ashes to Beauty Women's Encounter. I'm trying to contact you about some time sensitive surprises for <Insert Attendee Name>, who will be attending our weekend retreat here in a couple of weeks. Please call or text me as soon as possible. I look forward to talking to you! Thank you!*
- **What does "Call Attempted" mean?** You will select "Call Attempted" once you have attempted to reach out to your Contacts and you are waiting for a return call. "Call Attempted" shows the Call Team Leaders that you are actively trying to complete your calls.
- **What does "Call Completed" mean?** You will select "Call Completed" once you have successfully spoken to both Contacts for each Attendee.
- **When do I write in notes?** As you are in the process of completing your calls, it is very helpful if you will provide updates in the "Note Section". This helps to keep the Call Team Leaders informed of the status.
- **I am talking to the Contact, what do I say?**
 - Remember these are surprises, so be discreet when talking to the emergency contacts. If the Contact is sitting next to the attendee, ask for a better time to call.
 - As you are telling the Contacts about the Love Letters, encourage them to send as many letters as they want to from children and other important people in the attendee's life.
 - Let the contact know that you will send them a text following your phone call with all the detailed information so that they can pass along to other family members/friends.

- **What should my follow-up text say? Example:**

Thank you for your time today. Here are the details for Men's Encounter/A2B. Please feel free to share this with family/friends:

LOVE LETTER DETAILS:

Mail love letters on or before (date/deadline) to:

Ashes to Beauty or Men's Encounter

(Woman or Man's first & last name)

777 Koehler Drive

Roach, Missouri 65787

***IMPORTANT:** *Be sure to include the man/woman's first AND last name on the envelope.*

Other Important Reminders:

- Calls need to be completed by the date listed on the Server page to ensure enough time to mail letters.
- Sending a text or leaving a voicemail without ever speaking to the contact is not complete.
- If calls have not been completed by the deadline, please do not stop attempting to complete your calls. If you get in touch with the contact after the mailing deadline, reach out to Jr or Natalie for mailing options.
- If the contact tells you that they will be attending for the first time, do not give the weekend details to this contact. Ask them if there is anyone else that you may call on their behalf. Reach out to the inviter or call the Care Team to retrieve more information: (417) 501-0671.
- It is common to have several attendees that do not receive letters. Many times, it's unavoidable & sometimes the Call Team is simply not successful in making contact with the emergency contacts. If you have attendees coming that you have invited, please check with their emergency contacts to make sure they know about the surprises & understand their importance.
- We know how impactful these love letters were when we went to our first Encounter, so be sure to help the Contacts understand the significance of the surprises for their loved ones weekend the very best you can.
- Prior to the A2B or ME weekend or as you go through the weekend, find time to write an encouraging letter to those you have made connections with.

If you have questions/concerns, contact your Call Team Leaders:

Jr & Natalie Bowen @ 573.832.3322 or natalie@encountercove.org.

Thank you for all you do & for serving wholeheartedly.