

## **Initial Phone (or personal contact) Protocol**

for calling a Fratere who has not paid his current dues  
or has not recently attended our meetings

Our first personal contact (either by face-to-face, phone call, email or text) should always be more of a “welfare” call:

We’ve missed you these several months?

Is everything OK with you, your family or job?

Is there anything we can do to help you?

Are you OK? Is there anything that we have failed you with, have we fulfilled your expectations? \_\_\_\_\_

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(This may be one of the most important lines of questioning in that we need to know where we have let our fratere down or what may have caused him to drop out. We need to identify the problem(s) and work to rectify it.)

We recently sent out our (current year) dues notices. Did you receive a copy? If not, do we have your correct email address? \_\_\_\_\_

If any stated problems, what are they: \_\_\_\_\_Personal \_\_\_\_\_Medical \_\_\_\_ Employment

How can we assist you? \_\_\_\_\_

If there is anything we can do, please call me:

Name/contact information \_\_\_\_\_

Listen carefully to the individual and show him that we care. Let him know what is going on now at the Lodge/Commandery and invite him back. Remember that effective communication is two parts listening and one part talking. God gave us two ears and only one mouth.