

## THE PHONE CALL

- More about setting and clarifying expectations between team leaders and participants
- Phone calls are time consuming, so make it count towards successful recruitment
- The potential participants should have, by this time, also made a time investment. This indicates more seriousness on their part
- Upon receiving notice that someone has applied, your response should be immediate, and filled with enough information that the person will know if they want to take the next step of a phone call. We send the country handbook and refer them to our personal website which gives all the details of itinerary, cost, flight information, visas, immunizations, packing list, and country information.
- From their reading PRIOR to the phone call, they can have a list of questions ready and are ready to request a phone call with you, giving several options for times and dates, and that they know could take up to an hour.

Make sure you

- talk directly to all members of a family or friend group
- Don't try to talk them into it, let the merits of the team sell themselves
- Have their best interest at heart - if they are reluctant, or concerned, assure them but don't promise anything -
- Give them a deadline for responding with an acceptance or decline

## AREAS TO COVER

### 1) BACKGROUND

- Any prior international travel? Talk about differences of tourist and poverty areas
- Why did you choose this Build or country?
- Looking for flexible and patient persons/building skills can be taught
- We encourage embracing the culture, not just tolerating it
- Fuller Center is a Christian based organization that also invites everyone of every faith to the table
- Let them know how spiritual issues will be handled

### 2) NUTS and BOLTS

- Dates of team including number of work days
- Location of build
- Arrival city (airport code) and time frame for arriving/departing
- Approximate cost of airfare - I offer to look at a potential ticket they are

considering before they buy it

- Airport primer about baggage boys, logistics, being met
- Type of work and number of houses, that houses may not be completed while there
- Team size and makeup (age, sex, diversity, etc)
- Warn them know 'alone' time is difficult to come by on these teams
- Fuller Center team number
- Cultural activities included
- Any R+R that you are offering or suggesting

### **3) LODGING AND FOOD - remind them that this is all on our website**

- Where meals will be eaten
- Type of lodging (shared, toilet situation, AC, mosquito nets, etc)
- Laundry service
- WiFi availability
- Comfort food - if they want to bring it to eat privately
- If extra nights of lodging are needed, let us know immediately

### **4) PREPARING - remind them that this info is all on our website**

- Passport expiration date
- Extra passport photos
- Visa acquisition and cost
- CDC.gov website/their decision/ malaria
- Embassy STEP registration done by FCH
- Money needed (amount, ATMs, credit cards)
- Food restrictions or allergies that host needs to know about
- Refined packing list on website
- Temperature and weather expectations
- Emergency contact information will be forthcoming

### **5) TEAM REQUIREMENTS**

- Emphasize we will build according to local standards
- Acceptable and unacceptable clothing
- Legal, moderate and respectful use of alcohol
- Drink bottled water only and it will be provided. Please bring water bottle
- Abide by Gift giving policy
- Respectful use of cellphones
- Attend Spiritual Focus gatherings

- Attend Team Meetings

## **6) PAYMENT AND WHAT TO DO NEXT**

- Cost and what it covers
- Additional insurance available
- Encourage fundraising
- Payment deadline/nonrefundable deposit
- Start checking airfares
- Send Bio and photo to us for inclusion on Team page
- TELL THEM DIRECTLY THAT THEY ARE INVITED

**Immediately after phone call: send out Letter of Invitation that repeats What To Do Next steps above and the deadline for when they need to accept or decline the invitation (we give them one week or less, depending on the number of people applying and how close we are to the team closing)**

**For reference, our website is: <https://sites.google.com/site/travelwithapurpose>**