



# SUPPORT OUR TROOPS, Inc.

## 2023 Silent Auction Volunteer Notes

For Quick Answers Call:

Margaret Olander 601.940.3725

Tucker Olander 601.955.0175

Cindy Cooksey 806.786.7258

Scott Cooksey 806.790.9159

## Winner Notification Script & Info

### Info to Include:

- Identify yourself and affiliation with SOT.
- Tell them what they won
- Where to pick it up (**Medina Room in the Clubhouse**)
- When to pick it up (**between 1:00-4:00 today**)
- How to pay (**We'll take cash, check, charge cards, Venmo and PayPal**)
- Thank them for their support
- Repeat your name and number in case they have any questions.

### 9 times out of 10 you'll be leaving a message so:

*Hi, <insert winner's name>! This is <your name> from Support Our Troops and I'm happy to tell you you've won <insert item name here>! We ask that you come to the Medina Room in the Clubhouse between 1:00-4:00 today to collect your winnings! Your total is <insert total owed> We'll take cash, check, charge cards, Venmo and PayPal. If you have a conflict or questions or comments, call me back at this number <insert your number here.> We appreciate your support!*

### Around 3:00, if we haven't heard from them, we'll try texting a reminder:

*This is <your name> from SOT. Just a reminder: we have your winning items! Medina Room in Clubhouse btw 1:00-4:00 today to collect your winnings! Your total is <insert total owed> Cash, check, charge cards, Venmo or PayPal. Conflict? Questions? Call me back at this number <insert your number here.> We appreciate your support!*

### For minimal typing:

Enter a phone number in a new text message → Enter text above → **Select All** → **Copy** → Send!

Repeat the process → Enter the next phone number in a new text message → **Paste** → Edit winner's name and amount owed → Send!

### Troubleshooting:

"I can't come pick it up today."

- Ask them to have a neighbor or family member come pay/pick up.
- If they can pay for it now, (Venmo? PayPal? Credit Card?) Margaret will then keep it for them until later. Her number: 601.940.3725. Call her to make arrangements for pickup.