



Phone Call Contact Recommendations

The following is a checklist you can use for your first telephone contact with a spouse:

1. Hello, this is _____. May I speak to _____?
2. State that you're a Key Spouse
3. Explain what the KEY SPOUSE Program is and the tasks you do
4. Ask if the address you have is correct
5. Fill out the Family Information Sheet, if possible
6. Relate any squadron news/invite them to any upcoming base events
7. Give them your contact information (phone # & email address)
8. Let them know you can assist them by offering resource information & referral
(You also have access to the A&FRC for military-related concerns)
9. Ask if they have an alternate contact phone number
10. Ask them if they mind a follow-up call or if they'd prefer to be contacted via email
11. Provide personal information about how long you've been in the area etc... This will relax the person on the other end and give you a discussion lead-in for the next call or contact