**Phone script:**

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| **Making the phone call…**  If you know the family’s culture, say hello in their language.  Is this a good time to talk? If not, when would be suitable for me to ring you?  Good morning / afternoon\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I am ­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_’s form teacher at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_School.  I’m ringing to confirm your appointment next \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for our Parent Student Teacher Conversations. Did you receive a letter concerning this? | | |
| **Yes** | | **No** |
| Excellent. Are you able to make the time given? | | A letter was sent to your home. Can I check your address? Maybe our system has \_\_\_\_\_\_\_\_\_ living at a different address?  I’ll organise for another letter to be sent.  The school is holding a special day for parents to come into school and meet with their form teachers. It’s a day to share \_\_\_\_\_\_\_\_\_\_\_’s achievements and progress at the school and an opportunity for us to bridge the gap between school and the home.  We would also like to discuss how, together, we can help \_\_\_\_\_\_\_\_\_\_\_\_\_ to succeed. |
| Yes | **No** |
| Fantastic. I’ll see you on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.\_\_\_\_\_\_\_\_\_\_\_\_\_is expected to be with you although s/he can wear smart casual clothes. | That is a shame as we think that this is a great opportunity to build bridges between school and home. We want to share\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_’s achievements with you and talk about ways you can help \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to succeed.  Can I ask why you can not make it? |