

TELEPHONE COMMITTEE INFORMATION

Your church has chosen Universal Church Directories of Mansfield, Ohio to produce your new church directory. We have a combined 63+ years of leadership and experience and are committed to making this the best directory experience your church has ever had.

Here is a brief overview of the program:

- Each family photographed for a directory receives a complimentary 8 x10 portrait and directory. This is our gift to the family to thank them for participating.
- We do finance the program through the sale of portraits, with the thought in mind that most families have not had a professional portrait done in a number of years, and will want to purchase portraits.
- The directory is customized to the church. A standard directory would include a custom cover, ministry pages, and information on the families photographed such as name, address, telephone number, etc. If the church elects, we offer a Biographical Directory which allows for greater detail for showcasing members activities and hobbies.

What the telephone callers on the committee do:

- Call families in your church and schedule photography appointments. We ask the church to do this because we find that families participate more freely if someone associated with the church calls them. Members will generally schedule an appointment to be photographed if they know someone that is in their church family is taking the time to contact them.
- Please contact each person that was assigned to you. If you can't reach them, try again. It may create hurt feelings to omit someone.
- Please schedule only one family per appointment time so that our photographer will not be forcing people to wait unnecessarily.
- Schedule "family units" for photography. A family is a separate household with individual income. Retirees may be considered a separate family regardless of housing situation. Children under 18 must be accompanied by an adult.
- Schedule retired persons before 6:00 p.m. since they are more likely to be available during the afternoon hours. This will reserve the evenings for those who are unable to be photographed earlier.

QUESTIONS YOU MAY BE ASKED AND HOW TO ANSWER THEM

Can we submit a photograph rather than be photographed?

Universal does accept pictures of College students, shut-ins and service personnel because they are not available to be photographed. They will be placed in a special section of the directory and will receive a directory also. The cost is \$10.00 for Traditional and Premier (profile information included) or \$15.00 if the book is a hard back cover or a binder, depending on which directory style our church selects.

Where will this take place?

All photography will take place at the church.

How much time will it take?

You will come to the church and have your photograph taken, view your proofs, select one for the directory and have the opportunity to order portraits. This process will take between 45-60 minutes.

We are so busy. Why should we take the time to have our picture taken?

A directory is important to the church because it helps to unite the members, puts a name with a face, and helps new members to get to know our church. It tells the story of our church and captures memories and times for the church history. Our directory would not be complete without you.

We don't really need any portraits of our family.

That's fine. We would like you to be in our directory. If you really like what was taken you have the opportunity to purchase your photo's, with no obligation.

What should I wear to have my picture taken?

Solid colors look best, especially medium to dark density colors. Bright colors also look attractive. Prints, plaids and stripes are not recommended for aesthetic value. But, you should wear what reflects your family and their lifestyle.

Sample Script For Telephone Callers:

Hello, this is _____ calling from _____ Church. I hope you have heard about our new directory program. We really need to have you/your family included so that our directory will be up to date and complete. Could I schedule an appointment time with you for photography? We have _____ and _____ open. Which time would work best for you? I have marked you down for _____ at _____. You may want to be at the church about 10 minutes ahead of this time. I appreciate your taking time to be a part of our new directory. I think you will be very pleased with your experience.