

New enquiry template

Volunteering email templates

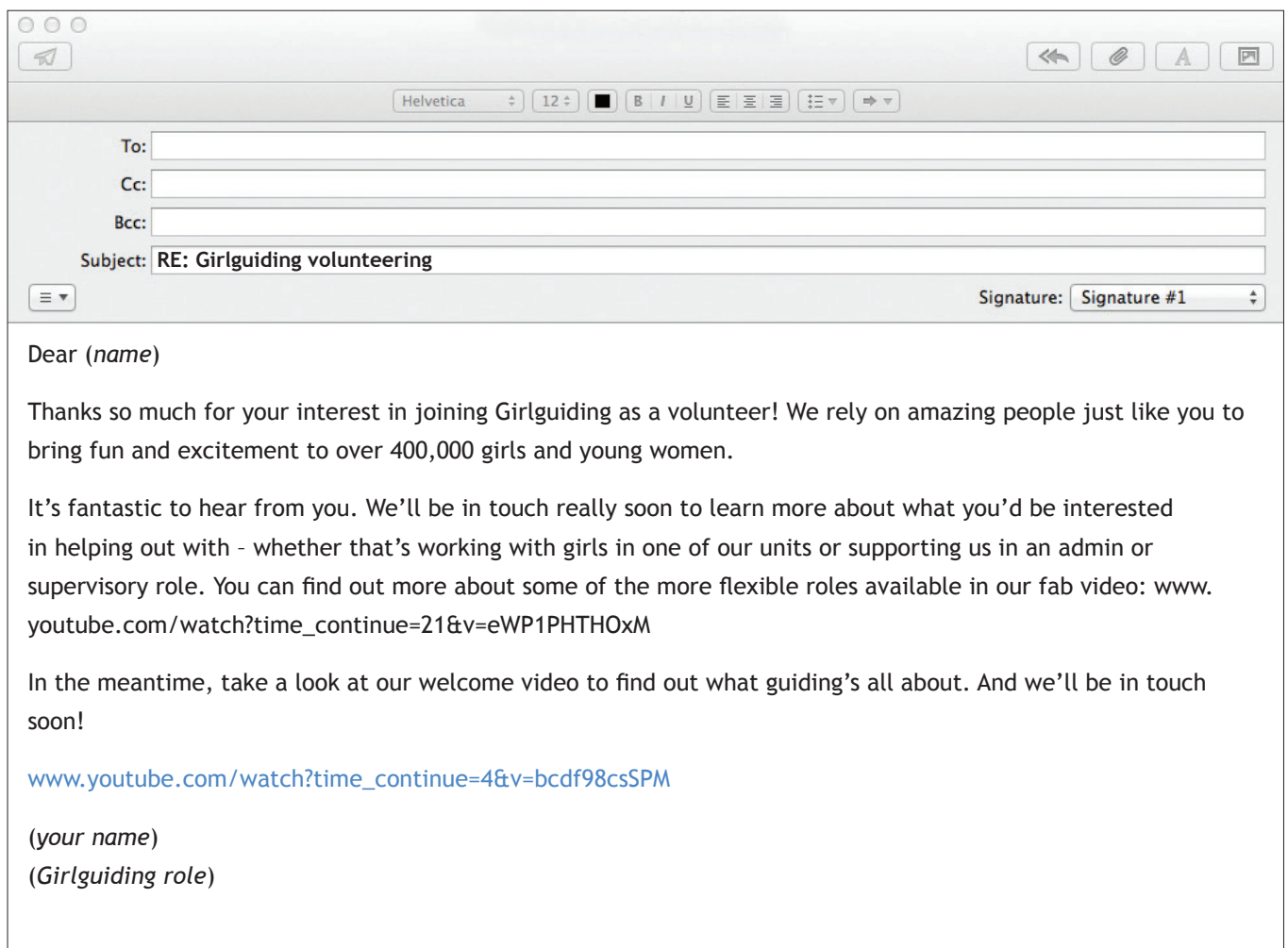
General initial email response

This can be a short, friendly introduction before you get back to them in more detail. Or if you would like to learn more about what they'd like to do and when and where, now is the time to find out. Then you can pass it on to the most appropriate unit or find the role that's right for them.

Use the information they have already provided in their GO enquiry, to suit their specific needs.

After you've sent your first email, remember to mark the enquiry as 'Contacted' on GO.

Basic email example:



The screenshot shows an email composition window with the following fields:

- To: [Empty]
- Cc: [Empty]
- Bcc: [Empty]
- Subject: **RE: Girlguiding volunteering**
- Signature: Signature #1

The email body contains the following text:

Dear (*name*)

Thanks so much for your interest in joining Girlguiding as a volunteer! We rely on amazing people just like you to bring fun and excitement to over 400,000 girls and young women.

It's fantastic to hear from you. We'll be in touch really soon to learn more about what you'd be interested in helping out with - whether that's working with girls in one of our units or supporting us in an admin or supervisory role. You can find out more about some of the more flexible roles available in our fab video: www.youtube.com/watch?time_continue=21&v=eWP1PHTHOxM

In the meantime, take a look at our welcome video to find out what guiding's all about. And we'll be in touch soon!

www.youtube.com/watch?time_continue=4&v=bcdf98csSPM

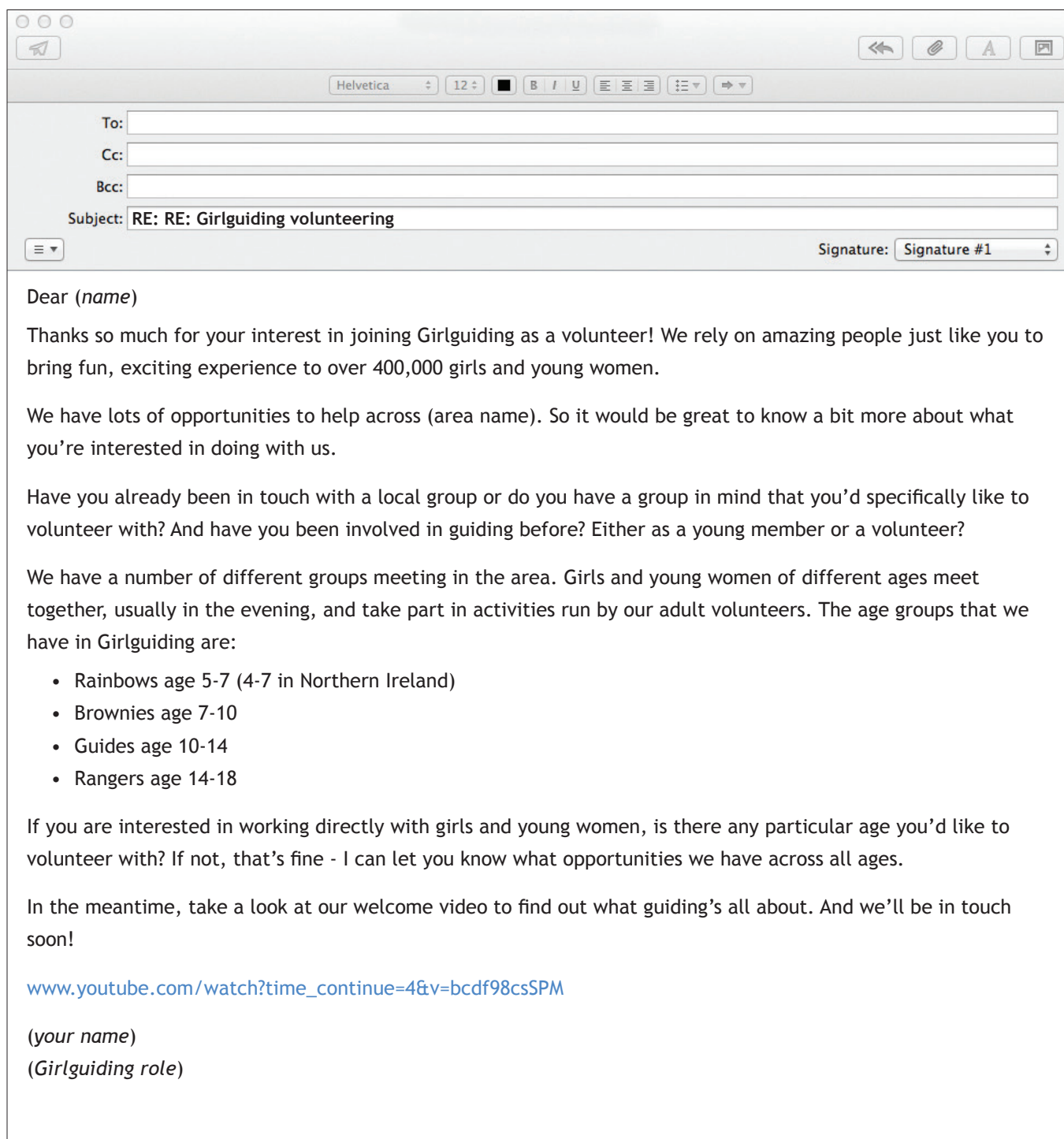
(*your name*)
(*Girlguiding role*)

Initial email to find out more

If you'd like to find out more, think about what's most useful to your area. What roles do you need or which units need more volunteers? And ask the potential volunteer what they're interested in doing. You may already have some of this information from their GO enquiry, make sure to use this information when getting in touch.

After you've sent your first email, remember to mark the enquiry as 'Contacted' on GO.

More detailed email example:



The image shows a screenshot of an email client interface. At the top, there are window control buttons (minimize, maximize, close) and a toolbar with icons for reply, attach, text color, and insert image. Below this is a rich text editor toolbar with options for font (Helvetica), size (12), bold (B), italic (I), underline (U), bulleted list, numbered list, indent, and right-align. The email header fields are: To: (empty), Cc: (empty), Bcc: (empty), and Subject: RE: RE: Girlguiding volunteering. A signature dropdown menu is set to 'Signature #1'. The main body of the email contains the following text:

Dear *(name)*

Thanks so much for your interest in joining Girlguiding as a volunteer! We rely on amazing people just like you to bring fun, exciting experience to over 400,000 girls and young women.

We have lots of opportunities to help across *(area name)*. So it would be great to know a bit more about what you're interested in doing with us.

Have you already been in touch with a local group or do you have a group in mind that you'd specifically like to volunteer with? And have you been involved in guiding before? Either as a young member or a volunteer?

We have a number of different groups meeting in the area. Girls and young women of different ages meet together, usually in the evening, and take part in activities run by our adult volunteers. The age groups that we have in Girlguiding are:

- Rainbows age 5-7 (4-7 in Northern Ireland)
- Brownies age 7-10
- Guides age 10-14
- Rangers age 14-18

If you are interested in working directly with girls and young women, is there any particular age you'd like to volunteer with? If not, that's fine - I can let you know what opportunities we have across all ages.

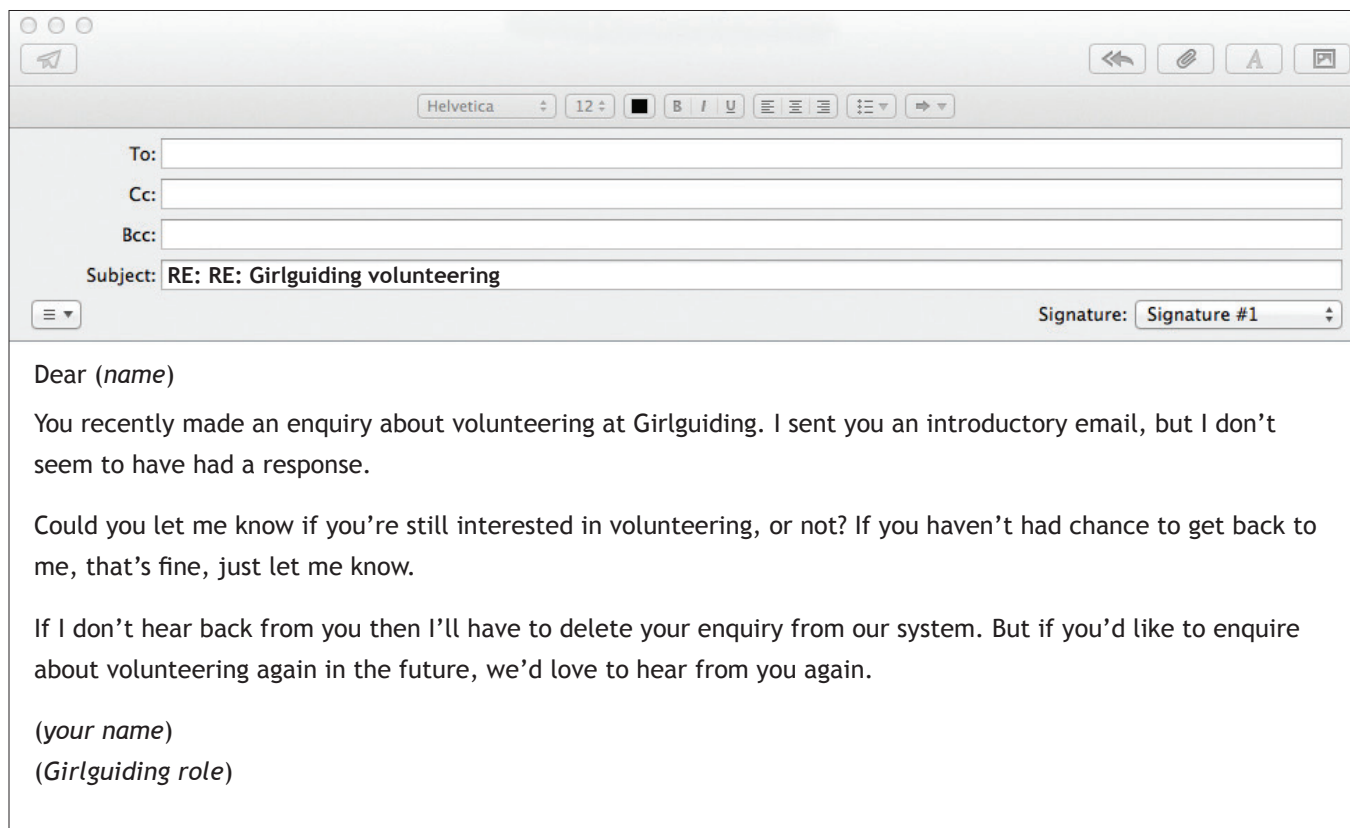
In the meantime, take a look at our welcome video to find out what guiding's all about. And we'll be in touch soon!

www.youtube.com/watch?time_continue=4&v=bcdf98csSPM

(your name)
(Girlguiding role)

Follow up email if no response

Sometimes people need a reminder, or they might not have seen your first message. Always make another attempt to get in touch to show you're keen to have them join. Send it about a week after your first email and include the original email below it:



The screenshot shows an email client window with a toolbar at the top containing icons for reply, attach, text color, and insert image. Below the toolbar is a rich text editor with a font dropdown set to 'Helvetica', a size dropdown set to '12', and buttons for bold, italic, underline, bulleted list, numbered list, and indent. The email header fields are: To: (empty), Cc: (empty), Bcc: (empty), and Subject: **RE: RE: Girlguiding volunteering**. A signature dropdown is set to 'Signature #1'. The main body of the email contains the following text:

Dear *(name)*

You recently made an enquiry about volunteering at Girlguiding. I sent you an introductory email, but I don't seem to have had a response.

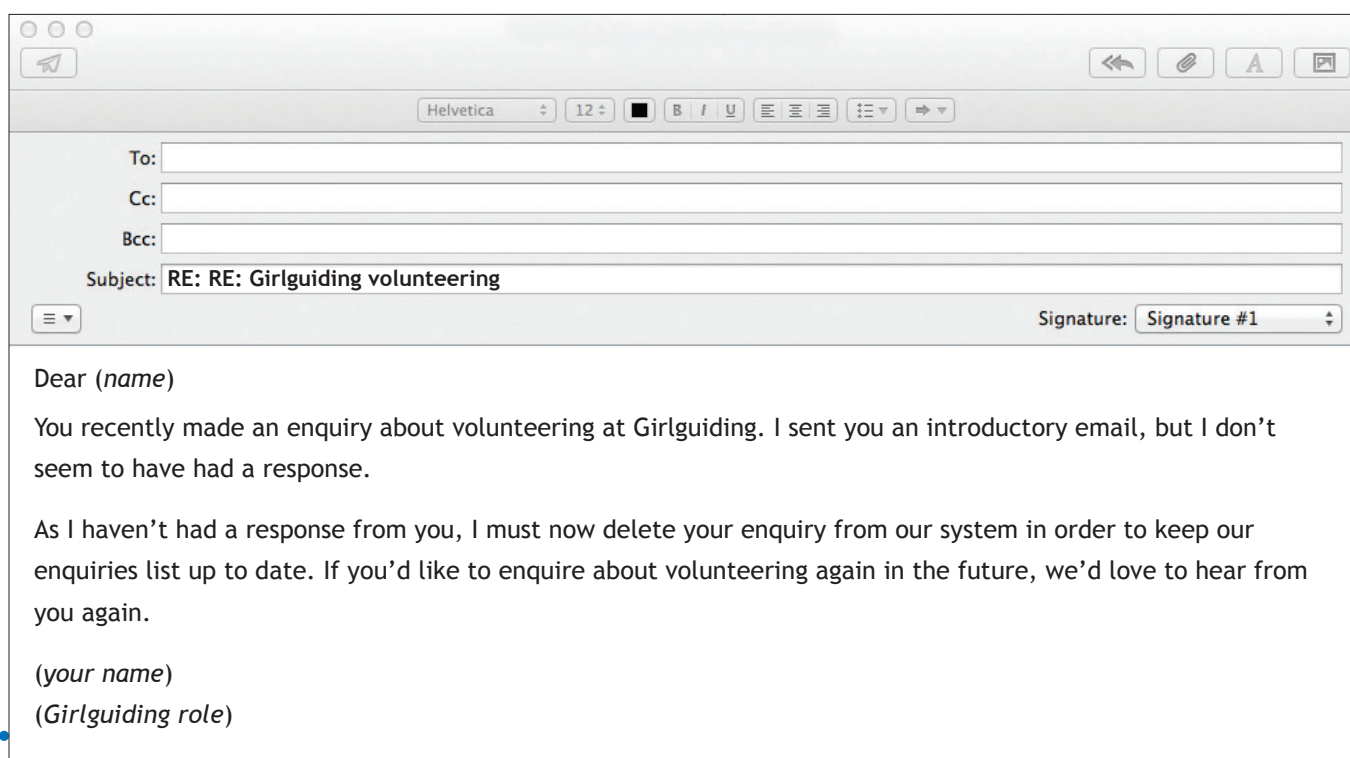
Could you let me know if you're still interested in volunteering, or not? If you haven't had chance to get back to me, that's fine, just let me know.

If I don't hear back from you then I'll have to delete your enquiry from our system. But if you'd like to enquire about volunteering again in the future, we'd love to hear from you again.

(your name)
(Girlguiding role)

Final reminder email

If still no response following reminder:



The screenshot shows an email client window with a toolbar at the top containing icons for reply, attach, text color, and insert image. Below the toolbar is a rich text editor with a font dropdown set to 'Helvetica', a size dropdown set to '12', and buttons for bold, italic, underline, bulleted list, numbered list, and indent. The email header fields are: To: (empty), Cc: (empty), Bcc: (empty), and Subject: **RE: RE: Girlguiding volunteering**. A signature dropdown is set to 'Signature #1'. The main body of the email contains the following text:

Dear *(name)*

You recently made an enquiry about volunteering at Girlguiding. I sent you an introductory email, but I don't seem to have had a response.

As I haven't had a response from you, I must now delete your enquiry from our system in order to keep our enquiries list up to date. If you'd like to enquire about volunteering again in the future, we'd love to hear from you again.

(your name)
(Girlguiding role)

Phone call template

Initial phone call

If you prefer to chat to someone on the phone, or can't reach them by email, here are some things you might like to cover in an initial phone call.

Use the information they have already provided in their enquiry as a starting point.

Consider asking them:

- Are you already involved in a unit? Have you already been in touch with someone in guiding who has asked you to register online?
- Would you like to volunteer with girls and young women? Or prefer an administrative or supportive role?
- Is there a particular age range you're interested in volunteering with?
- How often/regularly would you like to volunteer? (you can change your mind later!)
- What day are you available to volunteer?
- How far are you willing to travel? (have they considered volunteering near to their work, rather than home?)
- Have you been a member of Girlguiding in the past? If yes, where was this and do you know your membership number?
- How did you hear about volunteering with Girlguiding?
- What got you interested in volunteering with us?
- Once we have found you a suitable role, we expect you to go through our recruitment check process. This requires reference checks and potentially a criminal record check, are you happy to complete these?
- Do you have any questions for me?

Let them know what will happen next and when they can expect to hear from you or a leader again.

Tell them about the information we have on the Girlguiding website to find out more - look at [Get involved Become a volunteer > Getting started as a volunteer](#)

Thank them for their interest and share what's great about guiding!

Welcome meetings

Invitation to a welcome meeting

A welcome meeting is a great way to introduce prospective volunteers to guiding altogether. This way, they meet each other and existing volunteers and feel like part of something bigger. Holding a welcome meeting after a recruitment event, or just when you've received quite a few enquiries, also helps conversion rates from those who are interested to those who actually sign up as volunteers, or enquire through the website. If your unit meets in a large hall, welcome meetings can be held alongside a unit meeting in action so that volunteers get a good idea of what guiding is all about. These can be either drop-in or at a set time, depending on how many existing volunteers can help out.

Dear *(name)*

It's fantastic to hear from you.

Thanks so much for your interest in joining Girlguiding as a volunteer! We rely on amazing people just like you to bring fun and excitement to over 400,000 girls and young women.

We'd love to invite you to our next welcome meeting!

Date:

Time:

Place:

Along with other people who wish to volunteer with Girlguiding, this is a great opportunity to meet existing volunteers in your local area over refreshments to find out more about what Girlguiding is, how it works, and decide what you'd be interested in helping out with - whether that's working with girls in one of our units or supporting us in an admin or supervisory role. As an introduction, you can find out more about some of the more flexible roles available in our fab video (search for the roles video on the website and put the link here).

Please RSVP as soon as possible by replying to this email if you'd like to come along to the welcome meeting. If you can't attend this time round, just let me know a suitable time for us to have a phone call so I can find out a bit more about you.

In the meantime, take a look at our welcome video to find out what guiding's all about (search for the 'Welcome to Girlguiding' video and put the link here).

We hope to see you at the welcome meeting!

(your name)
(Girlguiding role)

Invitation to a group induction

If a volunteer has been through the enquiry and welcome stages, and they'd definitely like to be inducted, you can invite them to an induction session (the plan can be found on the website). Doing this as a group helps to create a sense of belonging amongst volunteers, regardless of which units they'll be helping at.

Dear (*name*)

We really enjoyed seeing you at the welcome meeting. Thank you so much for joining Girlguiding as a volunteer! We can't wait to help you begin your journey with us.

We'd love to invite you to our next induction session for new volunteers.

Date:

Time:

Place:

Along with other people who are about to volunteer with Girlguiding, this is a great opportunity for us to find out a bit more about you, how much you already know about guiding, and take you through some important information about the organisation and what it means to volunteer for us. There'll be snacks, a presentation and maybe even a game or two!

Please RSVP as soon as possible by replying to this email if you can make it to the induction session. If you can't attend this time round, just let me know a suitable time for me to go through your induction.

We hope to see you there!

(*your name*)

(*Girlguiding role*)