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| **Telephone Log**  ***Try not to quote tuition prices or make promises of available / unavailable spaces. Secure a tour!*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Date and Time of Call | | | | | | | |  | | | | | | | | | | | | Who Took the Call | | | | | | |  | | | | | | | |
| Caller’s Name | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cell Phone # | | |  | | | | | | | | | | | | | | | | | | | Can we use texting to communicate with you? | | | | | | | | | | | | |
| Other Phone # | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E-mail |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Address |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Children Discussed** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Child’s Name | | | | | | | | | | | | | | | | | | | | | | | Birth Date | | | | | | | | | | | |
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| Expectant Parent | | | | | | | Yes | | No | | | | | Due Date | | |  | | | | | | Date Services Needed | | | | | | | |  | | | |
| **Specific Child Care Needs** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| What type of care is needed? | | | | | | | | | | | Full-time | | | | | | | | | | Part-time | | | | | | | | | | | | | |
| Is child currently in child care? | | | | | | | | | | | Babysitter | | | | | | | Daycare | | | | | | | Relative | | | | | Other Child Care | | | | |
| Other | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Can we set up a time for a tour? | | | | | | | | | | | | Yes | | | | No | | | | | Date and time of tour | | | | | | | |  | | | | | |
| How did you hear about us? | | | | | | | | | | Referral\* | | | | |  | | | | | | | | | | | | | Internet | | | | | | Drive-by |
| Other | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Director Call Back** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Date of Contact | | | | | |  | | | | | | | Type of Contact | | | | | | | Phone | | | | | | Tour | | | | | | | Brochure | |
| Action Taken | | | |  | | | | | | | | | | | Date | | | |  | | | | | Follow-up Call Date | | | | | | | |  | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | E-mail | | | | | | | |  | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | Text | | | | | | | |  | | |
| **Remember: be friendly and focused.**  **Ask caller to please spell names of people and streets.** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

\*Who referred them?