**Congressional Facility Visit**

**Scheduler Follow-Up Call Discussion Guide**

Scheduling requests for members of Congress must be provided in writing. Schedulers are usually balancing several requests for the same day. In most cases, getting a facility visit on the legislator’s calendar will require a follow-up call.

Place your call five business days after you send your request. When you call the office, ask for the scheduler, and tell them:

* My name is **[NAME]** and I’m the **[TITLE]** at **[COMPANY NAME]** in **[LOCATION]**
* On **[EMAIL DATE]**, I emailed an invitation for **[REPRSENTATIVE]** / **[SENATOR] [LAST NAME]** to visit our facility for a tour on **[TOUR DATE]**
* Did you receive this request?
  + If NO: Let me resend that to you. Can you confirm your email?
  + If YES: Great. Will **[REPRSENTATIVE] / [SENATOR] [LAST NAME]** be able to make it?
    - If NO: Ok. What date works better for **[him] / [her]**? My team and I will work to accommodate it.
    - If YES: Great. Can you email me a confirmation that includes the names of everyone who will attend from your office? We’re looking forward to it!
    - If UNSURE: Ok. I know you’re probably balancing many requests. When can you confirm that **[TOUR DATE]** will work **for [REPRSENTATIVE] / [SENATOR] [LAST NAME]**’s schedule?

If you don’t hear back from the scheduler by the date they indicate a decision should be made, follow up again.