

**Summary Report for Individual Task
805B-79R-3206
Conduct Follow Up (ET)
Status: Approved**

DISTRIBUTION RESTRICTION: Approved for public release; distribution is unlimited.

DESTRUCTION NOTICE: None

Condition: You are a recruiter that has individuals who require follow up. You have full access to reference material and all required tools.

Standard: Conduct Follow-up activities for leads and prospects that lead to an appointment or other scheduled follow-up. Conducted using the following for a lead:

- o Planning follow-up frequency
- o Planning follow-ups
- o Performing follow-up

Conducted using the following for a Prospect:

- o Planning the frequency of follow-up
- o Planning follow-ups
- o Performing follow-up

Special Condition: None

Safety Level: Low

MOPP:

Task Statements

Cue: None

DANGER

None

WARNING

None

CAUTION

None

Remarks: None

Notes: None

Performance Steps

1. Plan the frequency of follow-ups for leads

- a. Contact leads IAW station commander (e.g. Mission Support Battalion (MSB), Hometown Recruiter Assistance Program (HRAP), local lead generation)
- b. Contact lead IAW current USAREC guidance. (e.g. ADHQ, Schools list, hot leads)

2. Plan follow-ups.

- a. Document the name and place of all face to face follow-ups in the appropriate time block of the Recruiter Zone calendar.
- b. Document telephone follow-up by placing name, telephone number and time to call in the Recruiter Zone calendar.

3. Perform Lead Follow-up

- a. Introduce yourself
- b. State the reason for the contact
- c. Use blueprint information to establish/re-establish trust and credibility
- d. Discuss the leads current and future goals
- e. Determine how lead plans to achieve their goals
- f. Offer your assistance to show alternatives on achieving their goals.
- g. Attempt to make appointment
- h. Prequalify/handle any objections
- i. If unable to make appointment, attempt to schedule a follow-up call.
- j. Ask for referrals

Note: For following up with Prospects, use the following performance steps

4. Plan follow-up frequency for prospects

- a. Confirmation of any appointments scheduled outside of 72 hours.
- b. Contacting individuals immediately after no show appointments.
- c. Scheduling dates to determine the progress of alternate COA.

5. Plan follow-up for prospects

- a. Document the name and place of all face to face follow-ups on the appropriate time block of the Recruiter Zone calendar.
- b. Document telephone follow-up by placing name, telephone number and time to call in the Recruiter Zone calendar.

6. Perform follow-up procedures after making contact with a prospect

- a. Make contact and re-establish rapport
- b. State the reason for the contact
- c. Revisit plans, goals, and how the Army can be beneficial
- d. Address objections/concerns from prospect or influencers
- e. Close (ask for commitment to enlist)
Note: If you achieve a commitment skip to step h
- f. Attempt to handle objections
- g. Engender a commitment (ask for commitment to enlist)
Note: If you don't achieve a commitment skip to step i
- h. Discuss processing options
- i. Schedule follow-up date and time
- j. Ask for a referral

(Asterisks indicates a leader performance step.)

Evaluation Guidance: Score a "GO" if soldier correctly performs all performance measures. Score "NO GO" if soldier incorrectly performs one or more performance measure. Provide on-the-spot correction, should the soldier experience minor difficulty. Consider directing self-study or OJT for soldiers who experience major difficulties in task performance.

Evaluation Preparation: This task may be evaluated by using the evaluation guide and/or administering the performance test. Evaluation Guide: If the task is performed on the job, use the materials listed in the CONDITIONS statement above. This task can be evaluated by using the evaluation guide.

PERFORMANCE MEASURES	GO	NO-GO	N/A
1. Planned the frequency of follow-ups for leads			
a. Contacted leads IAW station commander			
b. Contacted lead IAW current USAREC guidance			
2. Planned follow-ups.			
a. Documented the name and place of all face to face follow-ups in the appropriate time block of the Recruiter Zone calendar.			
b. Documented telephone follow-up by placing name, telephone number and time to call in the Recruiter Zone calendar.			
3. Performed Lead Follow-up			
a. Introduced self			
b. Stated the reason for the contact			
c. Used blueprint information to establish/reestablish trust and credibility			
d. Discussed the leads current and future goals			
e. Determined how lead plans to achieve their goals			
f. Offered assistance to show alternatives on achieving their goals.			
g. Attempted to make appointment			
h. Prequalified/handled any objections			
i. If unable to make appointment, attempted to schedule a follow-up call.			
j. Asked for referrals			
Note : For following up with Prospects, used the following performance steps			
4. Planned follow-up frequency for prospects			
a. Confirmed any appointments scheduled outside of 72 hours.			
b. Contacted individuals immediately after no show appointments.			
c. Scheduled dates to determine the progress of alternate COA.			
5. Planned follow-up for prospects			
a. Documented the name and place of all face to face follow-ups on the appropriate time block of the Recruiter Zone calendar.			
b. Documented telephone follow-up by placing name, telephone number and time to call in the Recruiter Zone calendar.			
6. Performed follow-up procedures after making contact with a prospect			
a. Made contact and reestablished rapport			
b. Stated the reason for the contact			
c. Revisited plans, goals, and how the Army is beneficial			
d. Addressed objections/concerns from prospect or influencers			
e. Closed (ask for commitment to enlist)			
Note : If achieved a commitment skipped to step h			
f. Attempted to handle objections			
g. Engendered a commitment (asked for commitment to enlist)			
Note : If no commitment achieved, skipped to step i			
h. Discussed processing options			
i. Scheduled follow-up date and time			
j. Asked for a referral			

Supporting Reference(s):

Step Number	Reference ID	Reference Name	Required	Primary
	USAREC MANUAL 3-0	Recruiting Operations	Yes	No
	USAREC MANUAL 3-01	The Recruiter Handbook	Yes	No
	USAREC REG 601-95	Delayed Entry and Delayed Training Program	Yes	No

Environment: Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK ASSESSMENT. Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects.

Safety: In a training environment, leaders must perform a risk assessment in accordance with FM 5-19, Risk Management. Leaders will complete a DA Form 7566 COMPOSITE RISK MANAGEMENT WORKSHEET during the planning and completion of each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC). Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW FM 3-11.4, Multiservice Tactics, Techniques, and Procedures for Nuclear, Biological, and Chemical (NBC) Protection, FM 3-11.5, Multiservice Tactics, Techniques, and Procedures for Chemical, Biological, Radiological, and Nuclear Decontamination. "Everyone is responsible for safety. A thorough risk assessment must be completed prior to every mission or operation."

Prerequisite Individual Tasks : None

Supporting Individual Tasks : None

Supported Individual Tasks : None

Supported Collective Tasks : None

ICTL Data :

ICTL Title	Personnel Type	MOS Data
79R - Recruiter (ET) - SL3	Enlisted	MOS: 79R, Skill Level: SL3