**Example emails**

**Initial email response**

Dear ….

Thank you for your enquiry about volunteering with Girlguiding in xxxx

We have a lot of groups across xxx and further afield – in fact we are part of the largest charity for women and girls in the country – and are always keen to take on new helpers. In order to direct you to the best place I need to start by asking you a few questions.

* Have you been in Guiding before as a Rainbow, Brownie, Guide or Ranger? It does not matter either way but it is helpful to know if you already have an understanding of what we offer or you are starting from the beginning.
* Our organisation works with children and that is where most of our volunteering opportunities are – is there any particular age group you would be more interested in helping with or are you thinking of another sort of volunteering?  We have
* Rainbows – aged 5-7
* Brownies aged 7-10
* Guides aged 10-14 and
* Senior Section 14 – 25.

If you are not sure this is not a problem as we can arrange for you to visit different groups until you find the one that suits you best.

* All our groups meet in the evening but some groups, particularly Rainbows, tend to meet quite early, is there an earliest time you could start to help e.g.6pm?
* And finally our groups are in many different locations – are you able to travel around Enfield or would you prefer to be based near a particular location like home or work?  If you would prefer a specific location can you please tell me where that is

Thank you for your enquiry and I look forward to hearing from you further.

Best wishes

**Second email – Not heard from you - Forward the previous email adding this at the front**

Dear XXXX

You recently made an enquiry about volunteering with Girlguiding and I sent you an introductory email but I don’t seem to have heard from you.

We are all busy so it may be that you have just overlooked my email or that now may not be the right time for you to volunteer with us.

Could you please let me know if you are still interested in volunteering with us or even if you are not?

I am afraid If I don’t receive a response from you I will have to delete your enquiry as Data Protection rules mean I need to make sure my database is still current. However, that would not stop you from making a further enquiry in the future.

Best wishes

**Final Notice – attach to front of first email**

Dear XXXX

You may remember receiving this email I sent to you when your enquiry about volunteering with Girlguiding was forwarded to me.

I don’t appear to have had a response from you.  Could you please let me know if you are still interested in volunteering with Girlguiding at this time?

I am sure you appreciate that we need to keep our volunteer enquiries up to date so unfortunately if I do not receive a response from you by XXXX I will have to remove your enquiry from our records.  However, this would not stop you volunteering with Girlguiding again in the future.

Best wishes