

Scripts for Follow-Up

Sample Phone Calls:

When following up with someone who purchased product from you:

"Hi Dianne, this is Teresa with Arbonne, do you have a minute? The reason I'm calling is to make sure your order is everything you expected it to be. Great – my goal is to provide you with exceptional customer service so feel free to call me anytime should you have a question or need to reorder."

When following up to schedule one-on-one appointments or parties/group presentations with your prospects:

"Hi Susan, this is Teresa with Arbonne, do you have a minute? The reason I'm calling is because you said you may be interested in hosting a party for me and I'm filling in my calendar for next month. I want to be sure to be able to fit you in. What works better for you, morning or afternoon?"

Sponsoring: When following up to see if the prospect has an interest in looking further into the business opportunity. Remember always ask.

"Hi Donna, this is Teresa Epps with Arbonne, do you have a minute? The reason I'm calling is because I am looking for a few people I can teach and train to do what I do. I think you would be awesome in my business because you are such a people person. Would you visit with me for 15-20 minutes one day next week so I can see if it may be a fit for you?"

Confirm Appointments:

"Hi Kim, this is Teresa with Arbonne. Is this a convenient time to talk? I was just calling to confirm our appointment tomorrow."

When you have built a strong rapport ask them, "Who else do you know that feels the way you do about taking care of their skin? Who else do you know that is looking for a way to make some extra money? Who else do you know that likes to host get togethers in their home for their friends? Who do you know...?" Don't be afraid to ask.

When calling Your Referral:

"Hi Deana, this is Teresa Epps with Arbonne and I understand you are a good friend of Sally Smith's. Do you have a minute to talk? The reason I'm calling is

because Donna said you would be someone that may want to get with me for 15-20 minutes to take a look at what my company offers. Would one day next week work for you?"

Or:

"Hi Deana, this is Teresa with Arbonne and your friend Sally Smith asked me to give you a call. Do you have a minute? Sally said you were a firm believer in using only skin care & cosmetics that are pure, safe & beneficial. I was hoping we could get together for a consultation so I could show you what Arbonne offers. What does your calendar look like in the next few days?"

Hand written notes/e-mails. Just make hand written notes your own and put your personality into them.

*Dear Sue,
Thank you so much for trusting me with your skin care needs. Please feel free to call me if you have any questions about any of our products, or if I can be of further assistance. I look forward to being of service to you.
All the best,
Suzy Consultant*

Always personalize your correspondence:

- For new clients & consultants (can include sample of another product)
- For hostesses of parties/group presentations (refer back to hostess coaching module)
- Birthday Cards – Include coupon for 10% off (on top of their discount) for orders of \$150 or more in their birthday month.

Verbiage to Invite them to the next in home "Open House:

"Susan, as a Preferred Client, you are eligible to join us at our next "Open House". You'll have an opportunity to taste and test a variety of products and make-up; and, I'd like you to be my guest."

Closing:

"Great, I'll check back with you (three weeks from now) to check your progress and see (what kind of results you're experiencing), and how you like your products.

In the meantime, I'll keep in touch via e-mail to keep you up to date on..."

If this is a preferred client or consultant discuss the RSVP offer and ask the preferred client to host a party or group presentation to earn free products.

- **Relate – Build Rapport:** *Hi Susan, how are you? If you recall I mentioned I'd call to check in and see how you're doing with your products. May I ask you a few questions?*
- **Ask Questions:** *How does your skin look/feel? (skincare) How are you feeling? (hybrids/shakes) How do the kids like the hybrids? (nutrition)*
- **Make adjustments based on their response.**
- **Explain Benefits of AutoShip.**
- **Explain the benefits of the RSVP.**
- **Ask for referrals:** *Susan I'm glad to hear you are enjoying....who do you know that would be interested hearing about....as well? Get their name and number and the reason they thought of them. Be sure to thank them.*
- **Closing:** *Susan, I'd like to check back with you in ... (60 days later) to see how you are doing. Would...work for you? Great talking with you, have a super day!*
- **Revisit the business opportunity and invite them to a Webinar or local event.**
(Is there anything you are running low on that you need to reorder? Would you like to try a sample of some other products?)

Nurture the relationship with e-mails, hand written notes, monthly specials, events, etc.

Additional Tips:

Get permission to stay in touch whether you need to follow up after an initial meeting such as after a party or group presentation or once a prospect receives a sample pack. It is just good business sense to stay in touch. Before doing so simply ask:

"May I follow up with you to discuss and answer any questions you have regarding the product and/or business opportunity?"

When we ask permission, we want to let them know it is a benefit to them for you to follow up:

"Mary, I want to make sure you receive your products and understand how they use them, so I'd like to follow up with you in about 3 days- sound good?"

After an Opportunity meeting, depending on where you leave it with your prospect:

"Why don't I follow up with you _____ to see where you stand and to answer any further questions – sound good?"