

Sample Pack Follow up and Close

- After your prospect has used the sample, it's important to have an appointment for your follow up.
- Follow up can either be done on the phone or in person

Phone or follow up - script works for both. **Role Play both ways:**
Usually 1 of 3 responses: Like it, Didn't like it, Didn't try it.

"Hi Sandra, this is Donna Weiser calling – did I catch you at a good time? [If they say NO, be sure to set up another time to call that is convenient for them] Great! The reason for my call is to follow up with you and see what you thought about the sample that you tried this week. Oh, I'm so happy that you liked it. What did you see or feel different with your skin? Tell me what your 2 favorite products were? It didn't take you long to use it did it? 2 minutes in the morning and 2 minutes at night to have beautiful skin for as long as possible. Would you like for me to share the different options you have for purchasing them? [at this point you will share client, preferred client and make sure you offer the opportunity to host. You will also want to see if they have any interested in hearing about the income opportunity. You can also ask if they know anyone else who they think would enjoy an opportunity to try the products.]

If they say, I haven't had a chance to use them, respond by saying, with a little laughter in your voice. "you mean you haven't washed your face since I gave you the sample?" they will probably laugh too and say something like, they haven't had the time. Just ask them when they will have to chance to bring that sample into the bathroom – and set up another follow up phone call.)

If they say, I didn't like them, respond by saying, "I'm so sorry to hear that. What was it that you didn't like? [they may have used too much or they may need a different line]. Would you be open for trying another line? [If yes, decide what would be the better option for them to try based on their complaint or skin. If they don't want to try something else, thank them for trying the sample and move on.]

CLOSE - Depending on their budget:

"Well Sandra, it sounds like you loved everything you tried! Shall I start at the top and work down. If you want it all your best option based on what you told me is our preferred client account. For only \$29, you can become a preferred client and get all of your products a 20% discount for a year. There is no monthly minimum order and all you have to do is renew your Arbonne membership each year for just \$15 to continue getting the 20% discount. It's

simple and easy for you to go online to purchase your products whenever you like! Of course, I'll walk you through how to do that and I'll always be here to help you or you can order through me and still get your discount. As a preferred client, Arbonne offers you a one time opportunity (in your sign-up month) to get \$350 worth of products for free!" You can actually choose \$700 worth of products and get a 50% discount. Sandra, this is the "I want it all" option. You might want to Arbonnize your home so that your family is getting the benefits of using these pure, safe, beneficial products as well. [You may want to suggest shower set, cosmetics, aromatherapy or nutrition. Ask if they have children at home and what other products they might be interested in? If this follow up is in person - let them look through the catalog and Refer to the RSVP anti-aging closing flyer.]

If they are not prepared to purchase an RSVP say, "Sandra, I understand you were not planning on spending \$350, so I do have a few other options for you to look at."

[Show the 4 square close flyer, which gives other excellent options that may better fit into their budget, besides the RSVP. If you are on the phone choose the two options that are closest to their budget on the 4 Square Close and share those.]

"Sandra, I know you want it all but need to work within your budget. I'd like to offer you a way to get the rest of your products for up to a 80% discount. You can do that by hosting a workshop in the privacy of your home with a few friends. It doesn't take long and I do all the work. Arbonne gives amazing discounts and product gifts for hosting. This is how we get the word out about our products. Arbonne is very generous with the host rewards. I would recommend doing a Swiss Skin Care Workshop, it's educational, fun and takes the confusion out of shopping for skin care and the guests love it." [If they choose this option: take their order for what they can get today and put the other products on their wish list to earn at their workshop. Give them a host packet and go over it with them. Set up a date for their workshop.]