

FOLLOW-UP SYSTEM

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If using the index card system:

- You need 2-8 1/2x5 index card boxes (one for Preferred Clients, one for all other clients)
- Dividers for the index boxes:
 - 1 set marked 1-31 (for days of the month) and a second set marked Jan.-Dec. (for months of the year) *If you can't find these at your local office supply—you can order them on amazon.com. Search for Oxford Index Card Guides.
- Client Profile Cards (printed on or attached to card stock)

OR

- If using the client profile sheets:
 - A 2 inch 3 ring binder
 - Dividers for the 3 ring binder: 1 set marked 1-31 (for the days of the month) and a second set marked Jan.-Dec. (for the months of the year)

Whichever system you choose, follow the same steps!!

- Handout the Client Profile sheet or card to all the guests in attendance of your group presentation and have them fill out the personal information
- You keep the Client Profile sheet or card
- **1st call**-Follow up with your New Client should be 2 days after they have received their products (make sure to allow for shipping): If they purchased on the 1st, count 9 days and you would follow up with them on the 10th of that month. You would place that client profile under the divider marked "10" of the month. On the 10th of the month, you would pull out all the client profiles under that day and make your calls!
- **What to say on the call?** (In this case, the 10th) Make sure that your client is using their products correctly (walk through each step of their system with them if needed) and make sure they are having no problems with products. Answer any questions they have, and thank them again for placing an order. Tell them that you will follow up with them in 2 weeks to hear about their results, but first if they need anything prior to that they can always contact you first. Also, ask if they have received their ID and PIN via email, and if they haven't, explain how they can do that and shop online at anytime.

Now, move your client profile card forward 14 days (if your client profile was in the 10th slot, add 14 days and move to the 24th slot.)

- **2nd Call**-Make sure they are doing well on their products; let them know of your special for the month to get them on new products. Or, offer a sample of something they are not currently using that they may be interested in (refer to their client profile card!!) Ask if they would prefer that you follow-up with them every other month with your specials, or if they prefer you call when they are running low on their products. Most will say call me every other month! Now you move their information up to the slot 2 months after!

VERY IMPORTANT!!! YOU ARE WORKING TO BUILD A RELATIONSHIP WITH YOUR CLIENTS (THEY COULD BE YOUR FUTURE BUSINESS BUILDERS), SO CALL AND DON'T EMAIL! MOST NVP'S HAVE MANY BUILDERS THAT WERE THEIR CLIENTS FIRST AND IT IS ALL BECAUSE A RELATIONSHIP WAS BUILT FIRST!!!

- **What to say on a message-**
 - “Hi Jen, this is Kendyll Pierce calling from Arbonne, if you recall we met last week at Becky’s presentation. I was calling to make sure that you received your products, and to see if you had any questions on how to use them. Feel free to give me a call or send me an email if there is anything that I can help you with. My number is 555-5555. I will check in again in about 2 weeks if I don’t hear from you first. Thanks, and have a great day!”
 - I will keep someone’s profile card (client or pc) in my call rotation for about a year and a half with no answer before I will remove and file his or her information.
- **When can I text or email?**
 - If you have someone that only responds to you one of those ways, even when you call them, it is ok to respond back this way. Don’t be afraid to ask them “How can I serve you best?” Emails can get lost in clutter and are not personal. They can’t hear your sincerity or excitement over the internet!
- **Additional things to let them know-**
 - Walk them through how to use their ID and Pin once they have received it.
 - Remind them of their RSVP and when it expires if they didn’t already place the order.
 - Remind them of Arbonne’s twice as nice promotion or any other specials that may be going on.

REMEMBER- This isn’t about you! If you are scared to pick up the phone, you are only thinking about yourself. Remember that you are here to serve them. So, put a smile on your face and start dialing!