

HOW TO FOLLOW UP

1. Things to do before the Follow Up

- **Text or Call** the night before to confirm the appointment
- Be **prepared for someone saying yes**: Take your Laptop to sign people up.
- **Listen** to an audio on the way and get there **early** to find a quiet spot.
- Have a brief *'Hello, How are you?'* and then get straight to talking about Arbonne.

2. Start asking questions about the products:

- **So how did you get on with the products? Which was your favourite product?**
- **Did you notice a difference using Arbonne?**

3. Next ask questions about the business:

- **What are your thoughts on the business? Do you have any questions?**
- **On a scale of 1-10 how interested in the business are you?**
- **How much money would you like to earn part time in the long term?**
- **How many hours could you commit? How many months would you give it?**

If I could show you how to earn £ ____ Working ____ hrs per week in ____ months, would it be a 10?

4. Answer their questions and objections.

The most common objections are:

No Money: *'If you don't start what will change?' 'if you had it would you start?'*

No Time: *'I didn't have time for a hobby but I could make time for a business.'*

It's just not for me: *'Which bit is it that's not for you?'*

I don't know enough people: *'You only need to know a few with skin & hair that wash'*

The number 1 Objection is fear: *Could I do it? What will people think? what if it doesn't work? I say 'Are you scared? I was and I feel like you are excited and you want to do it but something is holding you back?' Explain that 'Fear is normal, you're thinking about starting something new and it is natural to feel that way.'*

5. Ask if they are ready to start

'So are you ready to get started?' or 'Shall I talk you through the next steps?'

If YES: Be prepared to sign them up and set them up for success

If MAYBE: Find out what is holding them back? Are they thinking about it? Do they need more information? **Plan a next step/ date to meet.**

If NO: Would they like to order **as a Preferred Client**? Do they know anyone else who might be interested? **Get recommendations!** Ask if you can you keep them up to date on events in the future as in time their circumstances might change? Always let them know if they change their mind in the future to come back to you.

Whatever the outcome, **thank them for their time, collect back your bag** and remember You **never want to convince anyone**. You want people who get this and want to do it.

NEVER LEAVE THE FOLLOW UP WITHOUT A DECISION OR FUTURE STEP.

It is illegal for a promoter or a participant in a trading scheme to persuade anyone to make a payment by promising benefits from getting others to join the scheme. Do not be misled by claims that high earnings are easily achieved.

This document was created by Arbonne Independent Consultants Meg McLean and Emma Sangster for Arbonne Independent Consultants and is not official materials created by Arbonne LLC. Updated Jan 2015