

## **6 Simple steps to great Client Care:**

**1) Day after order do 2 things: 1)send them a thank you text/message** IE: Text: *“Hi Mary this is Karen with Arbonne. I just wanted to say what a pleasure it was to meet you and I wanted to thank you again for your order. Your order should be arriving within the next 3-5 business days & please do not hesitate to give me a call if you have any questions. I’ll be touch to ensure your order has arrived.”* **And 2) Mail them out a card with the PC Love flyer, FREE gift flyer and a ‘New Client Welcome letter’**

1) **IE: Snail Mail Card (Include a fizz stick/tea):** *“Hi Mary, In a world of choices thank you so much from choosing to shop with us at Arbonne and allowing me to serve you as your consultant. Here’s a little fizz to put an extra pep in your step today;) I hope you’re absolutely loving your Arbonne products! Please let me know if theres anything that didn’t meet your expectations as well as anything that exceeded them. I love hearing our amazing client testimonials! And Congratulations!!! Your recent order qualified you for a FREE Gift and FREE Shipping voucher on any order over \$156 before June. Here’s a flyer to explain your Preferred Client offers as well as the free gifts you can choose from on your next order. I’m always happy to help you with any future order but if you prefer to shop online here is your login info for our easy “Shop Arbonne App” : Talk soon, Karen.”*

2) **Two weeks after ordering send them a message to ensure order arrived:** IE *“Hi Mary this is Karen with Arbonne. I’m checking in to make sure your products arrived and that you’re loving everything. Thank you again for being such a wonderful client. I value you so much as a preferred client and Customer Service is one of the most important things that that I can do—so, periodically I will be touching base with you to let you know of current specials, to see if there’s anything else you’re needing & to see how I can take care of your needs.”*

3) **Two weeks later (One month after ordering)/referrals** IE: *Hi Mary its Karen with Arbonne. Now that you’ve had a few weeks to use the products I’m sure you’re starting to notice how great your skin looks and feels. When I looked at my before/after pictures after my first week I was shocked at the difference! I have a few sample packs of the Anti-Aging line available to mail out. Do you have a few friends that might like to try the set? If so, could you connect us on Facebook messenger so I can introduce myself and see what skincare line is best for them? Please let me know if you have any questions at all or if theres any other products you’d like to try out.”*

4) **Two weeks later (1.5 months after ordering) Introduce new Line/book an event:** *Hi Mary its Karen with Arbonne. I know you already love the Skincare line but once a month I like to pick a few of my clients and offer a 5 minute make-over tutorial/ or wellness webinar. I’d love to offer this to **you** this month! Is there an evening that works best for you? (\*If you have a few friends that also would like a makeup tutorial/wellness webinar then please invite them to join us. If any of your friend purchase anything you could earn host rewards of a free products and 80% off your items. We can do everything online so everyone can simply zoom in :) Also, you have a free gift/free shipping voucher in your Arbonne account expiring at the end of this month so if you love a few things we could apply your voucher to get you that free gift (as well as all the host rewards if you choose to do a workshop). Let me know what works best for you.*

5) **Two days before month end remind her of voucher expiring** IE: *“Hi Mary its Karen with Arbonne. I just wanted to remind you that your FREE GIFT and FREE SHIPPING voucher expires Tuesday at midnight. The “Build for more” promotion is a fabulous way for you to get 40% off your order. Was there a few things you’re looking to order for yourself or as gifts? Here’s the free gift list for you to choose from with your qualified order. Please let me know if I can help you in any way.*

6) **Keep every client on a 2 month rotation to check in,** touch base and see how you can help them. Make sure you’re introducing them to different lines/products every 1-2 months. Remember to ask your PCs to HOST for you, offer to drop off demo sets to their friends, and ALWAYS ask your PCs to look at the business, too. The best ICs are often PCs for a long time! Be sure to **send a Renewal message:** IE: *“Hi Mary its Karen with Arbonne. Your Arbonne-i-versary is coming up at the end of the month. If you have an order to place this month there’s a chance I can get your \$20 renewal fee waived as well as a free gift/shipping. Please let me know how I can help serve you.”*

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