

Customer Follow Up

Follow Up Concepts:

- **90% Attitude & Confidence – 10% Knowledge**
- **Have a “No Problem” Attitude**
- **Care more about your customer’s results than the money you make**

Follow Up Goals:

We ALWAYS want to be thinking about three things during our follow-up conversations:

1. Upgrading our customer with additional products
2. Asking for referrals
3. Upgrading our customers to Preferred Members, Distributors, WLC coaches, and club owners

Product Upgrades – by getting to know your customers and their concerns and needs - you will be able to target specific products to help them lose weight faster and gain tremendous health results – targeting their specific needs

Referrals – as your customers are getting results - people will notice! **ASK FOR REFERRALS!!** Offering a referral program is optional for you as a distributor to increase your customer base (see next section)

Promoting The Business – adding Distributors to our team from your customer base is a great way to grow your business! You simply ask the question: “Do you know of anyone who may be interested in earning an extra \$500-1,000 a month part-time? We are always looking for ambitious people who either want to develop a strong second income or even a new career”.

If they are interested – invite them to a local HOM or send them our team HOM video (www.amazingteaminfo.com). If they are not personally interested but think they know someone who may be interested, ask for that person’s phone number and reach out to them to set up a time to get together to show them the opportunity!

Follow Up Schedule:

Most of your customer follow-up will be done in your club as your customers are coming in for their shakes and teas. You will have long-distance customers, and customers you do not see regularly – whom you will want to follow up with regularly by phone. Following is a suggested schedule and questions to ask:

Day 1:

- *How did you make your shake?
- *What time did you take your tablets?
- *How many of each tablet did you take?
- *How many glasses of Tea (Herbal Concentrate) did you drink? Did you like it?
- *How was your appetite today?
- *How was your energy level?
- *Do you have any questions?

Your customers should notice an increase in energy and a decrease in appetite within 3 to 4 days. Have them focus the next few days on how they feel and **encourage them to be consistent on their product usage!**

Day 3:

- *How many shakes did you have today?
- *When did you eat your main meal?
- *What have you noticed with your energy level? Appetite?
- *How much Tea (Herbal Concentrate) and water are you drinking each day?
- *Do you have any questions?

Remember, with a little self-discipline, effort & willpower, these products will help them to attain their weight loss goals. **Don't forget - consistency is the key to success!**

Day 5:

- *How are you feeling?
- *Have you noticed a difference in your weight or inches or how your clothes fit?
- *Did you see any other products in the catalog which you would like to add to your program to increase your results?
- *Has anyone asked you what you are doing?
- *Do you have any questions?

Package their results so they can share their story with others and get referrals.

Day 7:

- *What is your favorite way to make your shake?
- *How is your energy level? Appetite?
- *Have you noticed anything different that you weren't expecting? Examples: less fatigue, fewer headaches, less cellulite, fewer mood swings?
- *Who do you know who would like to lose weight or have more energy?
- *Do you have any questions?

**Remember - the results lie in the consistency!
2 shakes and 1 meal a day = weight loss!!**

Day 10:

Invite your customer to take a look at the Preferred Member/Distributor opportunity by sending the following message:

“Hey _____, I am so happy you are loving your products! Did you know you can get 20% off your next order? As a Preferred Member you would save 20-40% on all future orders! You get some samples to start with and have access to more shake recipes, meal recipes, workouts and so much more! If you're interested in learning more, let me know and I will send over a short video that explains all the details!”

When they reply that they are interested, send this video link:

www.amazingteaminfo.com Password: _____

Day 15:

- *How are you taking your products?
- *Who has noticed your energy level and results?
- *How has your overall health improved since starting on the program?
- *How many of your friends are ready to lose weight?
- *Do you have any questions?

Repackage product results and ask again for referrals.

Remind your customers that they are doing the best thing they can for their health by giving their bodies better nutrition. They should be running low on a couple of products and you want to make sure they stay consistent until they reach your goals - are they ready to reorder (especially Formula 1)? This is a great time to get them registered as a Preferred Member if they haven't already done so.

Day 26:

- *How are your results?
- *Have you spoken with anyone about the products or business opportunity?
- *Do you have any questions?

It is time to reorder – what products do they need?

Future Follow Up:

- *How are your results?
- *Energy? Appetite?
- *Are you happy with the program?

Ask again for referrals - Who else do you know who may be looking to lose weight? And by the way, do you know anyone who would like to earn an extra \$300 to \$500 a month working part-time with us? Our business is exploding, and I'd appreciate your help!

Share the opportunity – You are crushing your results!! Did you know you can earn some extra income by helping your family/friends do exactly what you're doing? If you're interested in how that works, I will send you a short video that explains all the details! I am SO proud of you!