

APPENDIX

FOLLOW-UP GUIDE AFTER SPONSORING A NEW MEMBER

Use this guide to follow up effectively with new Members.

DAY 1 - Day They Place Their Order

- Thank them for their order
- Connect them to a wellness group or other support system

DAY 5

- Let them know their products will be arriving soon

DAY 10

- Confirm their order has arrived
- Help them get started using their products

DAY 15

- See how their experience has been with the products so far
- Share a favorite recipe or tip

DAY 20

- See how their experience has been with the products so far
- Mention the 'Refer-a-Friend for \$10 off' opportunity

DAY 25

- See how their experience has been with the products so far
- Confirm Loyalty Order or help place their next order

DAY 30

How are you doing with your health goals?

Touch base regularly to see how they are doing and how they're progressing towards any health goals.

Have you seen the other products Shaklee has to support your whole family?

Suggest additional Shaklee products for children or other family members.

Did you hear about promotion we have going on this month?

Share the current month's promotion to help them try other Shaklee products and save money.

Have you heard about product?

Recommend a new product or a product they haven't tried yet.

Remind them about using their Loyalty Rewards points (if they have them).

Find out if they want some suggestions on new products to try with their Loyalty Points.

Celebrate an achievement with them

Look for opportunities to recognize and celebrate an achievement they've had.

Ask if you can share their story

Sharing stories is a great way to show that Shaklee products work. Make sure you get permission first!

Ask if you can share information with them about earning money by sharing Shaklee.

Invite them to learn about the benefits of joining your team as an Ambassador.