

Recorded Discover Arbonne Call
212-461-2593

1. When asking someone to listen to this call, the objective is to get them to take a look and make a follow-up appointment.

I know everyone wants a script, but speak from your heart. So think about-

**Why you do this or what is it going to do for you... be brief

**Why you thought of them....great characteristics;...compliment them.

**Are you open to taking a look, I think you owe it to yourself....make an appt

Option 1: Share what this opportunity will do for you

Susan, this is Cleary, is this a good time?

Great, you've been on my mind lately.

a) You may not know this, but I've started an incredible business from home which will allow me to..... I think you would be great at this too because you are so.....

b) Do you keep your options open to earning 2nd stream of income? I see you at the top of this company because you are.....Are you open to learning more about this company & products?

Option 2: Share what this company has done for you

Susan, this is Cleary, is this a good time? You have been on my mind lately. I am not sure if you know, but my business with Arbonne is doing really well. It has allowed me to replace my income (or quit my job) and I am calling because I think you would be incredible at this business because you are.....

I do not know if this is a fit for you or not, but are you open to learning moreabout this company?

.....about how successful women are changing their lives with this company?

..... how professional women are replacing their salaries & cutting their hours in half?

Objections: I am too busy.

- Susan, I know you are busy. What will change unless you do something about it. All I am asking is for you to just take a look and make an informed decision.
- Susan, I understand but all I am asking for is a chance to tell you a little about what I do. I build my business through networking and it will help me if.....
.....you just take a look. If it isn't for you, you may know someone who may be interested.
..... You learn about the products and company because you may love them like I do!
- I really think you owe it to yourself and your family to see if this is a fit for you. Are you open to listening?
- Susan, I am not asking you make a decision to start a business, I am just asking you to learn more about this company and products.
- Intelligent, professional men and women are replacing their incomes and cutting their hours in half. You always say how busy you are and this may be a fit for you. You owe it to yourself to find out!

2. The next step:

- Great, can you listen to a call, it is only 28 minutes. You will be entered in a drawing for a free RE9 Body Set.
- Great, can I call you on Thursday at 2pm to hear your opinion and ask you 4 questions?

Set an appointment within the next 24 hours to follow up.

It is important to be urgent just like the demo kit or sample pack, you don't want more than two days between any initial contact and the next step.

3. Follow-up questions.

- 1) What surprised you the most?
- 2) What did you like best about the call?
- 3) Who do you know that would benefit from the Arbonne products, Arbonne business or both?
- 4) On a scale of 1-10 with 1 being, I never want to hear another thing about Arbonne and 10 being, I'm ready to start this business! Where do you see yourself?

4. The Close.

If they are a 1-4, get them set up on products. What I recommend is that you get started on products, would you like to take advantage of the Spa Package or RE9 skin care set today?

If on products already then recommend a class. What I recommend for anyone that a slight interest in the Arbonne business, is that you host 1-2 classes. You can learn more about what I do and if want to take the clients from that class, I will give them to you, if not then I will take them.

If they are a 5 or above to question, you want to ask them:

“Tell me more about what intrigues you about this business”.

Agree: Yes, I understand that is what peaked my curiosity.

What I recommend is that:

- 1) First you get you started on the products and I will give you some more information about the questions you have about this business.
- 2) Are you interested in taking advantage of the Spa Package or RE9 skin care set?
- 3) What concerns or questions do you have that would move you closer to a 10?
- 4) I recommend that we get together with my NVP. That will provide you a chance to talk to someone who is at the top of this business and can answer any question you have. How is Tuesday at 2pm?

WHY get with your upline? This will help them get the answers from a third party (offers credibility) it makes people feel important (because they are!) and takes it to the next step, one more touch!

- Have them make a list of questions (this will be a lot of times fears) and it lets them hear a success story from someone who has done it too!

Hi Peggy, thanks for getting on the call today. Theresa had shared with me that you love the products and are interested in learning more about the business side of Arbonne?

Great, first let me ask you.

What made you become interested in Arbonne as a business?

I am 54 and I am not ready for retirement. Will this help me?

What surprised you the most?

High profile career women left their jobs for Arbonne.

The average income ranges from \$300 a month to \$22,000, What kind of income are you looking to make? Just to pay a cleaning lady, but then I thought if I can do that then how about more \$400 - \$1,000

How much time can you put towards Arbonne?

What questions do you have so that could start this business tomorrow?

How to start? How do I learn? I like to share knowledge and have the answers.

How much money does it take to start?

Peggy, Arbonne is fully equipped with incredible training, but most importantly you learn as you earn. We have a system in place that will teach you how to sell, sponsor and schedule, but also answer those product knowledge questions. You will learn most through personal use and the class presentations. There is free online training and conference calls and most important NTC.

To start you only need \$29 which you have already. I recommend minimum the RSVP, b/c it allows you to replace most of your personal care products at 50% discount and gets you 1 re9 set for classes and 1 for a tester. You get \$700 for \$350

Most people do our results set b/c they can get 4 re9 sets so they can reach more people with the tester set each month. This costs you about \$800.

This is what I recommend based on what you shared with me. To make \$400 - \$1,000 a month, we need to get you to our 1st level of management called DM. Here you pay doubles nearly triple than that of a consultant (where you are now). What I recommend is that you book a min of 6 classes in the next 30 days, WHY,

- 1) it will teach you everything you need to know
- 2) get you into q for dm

Let me tell you what that looks like – 2 of those classes are to your contact list and then get 1 friend, family, neighbor, coworker. If you book 6, then Theresa will be there and do all 6 for you. If not we totally understand and she will do your first 2.

How does that sound? 6 is very doable.

Your next step is to fill out your action plan – this is your contact list that we will invite to your business launch and meet with Theresa in the next 2 days to compare schedules. She will train you how to ask/book your those 4 classes.

Susie, this is Peggy. Is this a good time? I am so excited about these incredible products I am using from Arbonne that I have decided to turn it into a business. This will allow me to supplement my retirement income. I am calling to ask for help. In order to get trained I need to book 6 classes in the next 30 days and I was calling to see if I can count on you

to be one of those 6. You will love the products and get lots of free Arbonne too! It is just 4-5 women around your dining room table for about an 1 1/2 hour. Can you help me out?