BOOKING GET TOGETHERS

PHONE SCRIPTS

Pamper You Script .................................................................................................................................. 1
Help My Business Script .......................................................................................................................... 2
Invite To Your Launch Parties ................................................................................................................ 2
Invite to Discover Arbonne..................................................................................................................... 2
Help My Business Script ........................................................................................................................ 3
Pre-Profile the Guests before the Get Together ...................................................................................... 3

AT THE GET TOGETHER

3 Ways to Win........................................................................................................................................ 4
Create a Commotion ................................................................................................................................. 4
Encourage host to Keep their original date .............................................................................................. 5
Taking Care of Host - Everyone Signs up Wholesale.............................................................................. 5
Follow up with someone who didn't come to the party........................................................................ 6
Hostess referrals for Dropoffs.................................................................................................................. 6

FACING OBJECTIONS

Time ......................................................................................................................................................... 6
Time Approach 2 .................................................................................................................................... 6
I Don’t Do Parties .................................................................................................................................... 7
I Don’t Do Parties Approach 2 .................................................................................................................. 7
I Just Went To a Party............................................................................................................................... 8
Not Now, Try me later ............................................................................................................................. 8
They Answer for Friends and Family ...................................................................................................... 8
Friends and Family are reluctant to help you........................................................................................ 8
If They Still Say No.................................................................................................................................. 9

REFERRALS

Ask for referrals ......................................................................................................................................... 9
If She Has Not Booked With You........................................................................................................... 9

FACING OBJECTIONS

I Don’t Really Know Anyone................................................................................................................... 10

PROSPECTING

PREPARATION

Self-Talk .................................................................................................................................................. 10
Attitude .................................................................................................................................................... 11

PAINT THE PICTURE

What do they Need? .................................................................................................................................. 11
One Minute Commercial .......................................................................................................................... 11

SCRIPTS FOR PROSPECTING SCENARIOS

Clerk at a Store ......................................................................................................................................... 12
Someone in Line....................................................................................................................................... 13
Start Conversation with Person of Influence .......................................................................................... 13

PROSPECT LIVES IN ANOTHER STATE OR COUNTRY

USING SAMPLES

Giving the Sample ..................................................................................................................................... 14
Follow Up on Sample Pack .................................................................................................................... 15
### Facing Objections

- Love their current product
- Prospect is Hesitant or Walls up
- Answering for others
- Prospect involved in another NWM company
- Arbonne is Saturated
- Prospect Changes Mind
- Prospect Had a Prior Bad Arbonne Experience
- Prospect Broke Out after using Product
- Previous Bad Experience With Network Marketing
- Re9 is Too Expensive
- Unsupportive Family & Friends

### Using 3 Way Calls

**STEP 1 - Invite Prospect to Participate**

**STEP 2 - Introduce Prospect to 3rd Party**

**STEP 3 - 3rd Party Tells 4 Point Overview of Arbonne**

(Point 1) COMPANY and Market - Timing
(Point 2) PRODUCTS
(Point 3) COMPENSATION
(Point 4) OUR TEAM

### Customer Service

- Wholesale Buyers
- Renew their membership
- Welcome New Consultants
- New Consultants without $100 order in Start month
- Re-Orders and add to email blast
- RSVP eligibility is about to expire
- New Clients after product purchase
- Thank You Note for attending Get Together

### Friends and Family

- Thank you for being supportive

### Develop Your Contact List

- Your 30 Second Arbonne Story
**Booking Get Togethers**

Self Talk: I am a booking machine!! Booking is easy!!

Remember that saying NO to booking = saying NO to your “whys”.

Remember, calling up Susie and saying “Hey Susie, do a party for me, would ya? Does not get bookings!! It is not professional and Susie is too busy for a party. So, you need your request to contain:

1. Why are you doing Arbonne
2. I need your help
3. What's in it for her
4. Time frame

**3 Steps AFTER YOU Decide the Number of Bookings you want for the month and date you will get them by:**

1. Empty your calendar - find spots you can do parties - I draw a box on my calendar for each date that I am willing to do a party and then fill in the boxes with hostess names when I call my contacts.

2. Visit or revisit your contact list - add to it.... your contact list should not shrink - always grows - add client profile names from parties to your list and also people that you meet everyday.

3. Then call your contacts - use one of the booking scripts when calling, have a servants attitude and always use the term "get together" if you use party or presentation or hostess it sounds like work to them.

If you are having trouble booking, please call your RVP!! They can help coach you by role-playing.

Constantly be building your belief in yourself, the product and the company and you will do great!!

You can do it!

**Phone Scripts**

**P A M P E R Y O U S C R I P T**

This is ______ (your name) _______ calling

How are you?

The reason I'm calling is well, giggle.... your a woman and always taking care of everyone else and not ever doing anything nice for yourself.... so, I want to do something special for you.

I would like to do a get together with you and some of your friends so you can relax and have a good time and let me pamper you...is Thursday or Friday better for you.

If neither of those work - ask her - this is something I really want to do for you so what date works for you.
“Hi Susie. This is ______. Do you have a minute? Ok good. I am calling because I need your help with something. I have (my husband and I have) started a home-based business with Arbonne—a company that offers pure, safe, botanically-based skin care and other health and wellness products for the entire family. I(we) decided to start this business because

-- insert your why. Don’t go on and on. For example: I want to be able to stay at home with my kids, to get out of debt, to help get my husband at home more as he works many overtime hours, more than money, living check to check, etc

To get this going (to keep my business moving forward) I need to meet people that I do not know. I am asking if you would please help me out by having a few of you favorite gals over for a foot spa and to sample these products. What’s in it for you is $100 of product for only $20-whichever products you like, your choice—as long as you have at least 5 people in attendance…..actually, most hostess earn at least $200 for 20 because these products actually work and sell really well. I just need a couple more get together’s scheduled for this month (in the next couple of weeks) to reach my goal. It would mean the world to me if you could help me out. Do you think you could do that for me, just this one time?”

INVITE TO YOUR LAUNCH PARTIES

Do you have a minute to chat? Yes, Great! No, When is a good time I can call you back.

As you know I have always wanted to…(state your why’s or I story)

I was calling to tell you that I have decided to make all of those dreams a reality. I am really excited to tell you that I have started my own business with Arbonne International. I have seen a lot of people who have changed their lives with this opportunity and I going to do the same thing for my family! I am calling you because you are someone that I really respect and I want you to take just one night out for ME. Can you set aside the night of ______ To come and listen to what I am going to be doing?  I LOVE these products and I thought of you, when I heard all of the information about the products and this business.

Yes, or NO,

I really respect your opinion and I would love for you to hear about what I am doing! Take one night out for yourself to come RELAX, be pampered and learn about how to look and feel your best with these products! You will see why I am so excited about this business and I really just want to surround myself with GREAT friends like you when I am starting a NEW adventure! I could really use your support!

What about another night? If NO, then well do you think that you can help me get started strong by hosting a get together for me?

INVITE TO DISCOVER ARBONNE

Hey __________, how’s it going?

I am really excited to share something with you, is this a good time?
You know how I have been looking for a way to __________________________? Well, I think I have found it.

You know how everyone wants to look younger and make more money? Well, I have found a company that delivers both! It’s an established company called Arbonne. They manufacture cutting edge nutritional and weight loss supplements and skin care.

The reason I am calling is because someone who has been very successful in this business is training me. We are building a team together and we are looking for people LIKE YOU because YOU ARE __________________________.

I don’t know if this would be a fit for you or not, but people are making great incomes with this and I think it would be worth you taking a look at! Regardless, I respect your opinion and want to know what you think.

My trainer is holding a presentation on _______________. Can I count on you to come with me?

If NO: offer an alternative date or ask for a one on one or if they will host one of your presentations.

HELP MY BUSINESS SCRIPT

Hi, ________, I am calling to tell you how EXCITED I am about my new business!! As you know, I have started my own Arbonne business to help my family with ____________________ (monthly bills, help husband stay home, stay home with kids, pay for college, save for retirement because were not able to save enough for our future), I am excited to call you and tell you that I have worked so hard and I am now in qualification for _________!!! I WILL BE a National Vice President with Arbonne soon. This is REALLY working well for me, like I knew it would! I so appreciate you supporting me and I want you to know that I will NOT rely on you in the future to SUSTAIN my business, but I am calling for a favor this month. It would REALLY help me a lot, if you would ____________________ (Help me hit this BIG goal by hosting a presentation in your home for me THIS month! I have Tuesday or Thursday next week open on my calendar and that is it!! I am really working hard to make sure this will happen for my family. Would one of those dates work for you? It would help me get in front of as many people as I can this month, so I make sure I finish completing my management qualification THIS MONTH"

PRE-PRE-PROFILE THE GUESTS BEFORE THE GET TOGETHER

“Hi, this is ______ Your Name ______ I am the Arbonne Representative that will be presenting at ___ Hosts Name____ get together — HOST____ is really looking forward to you coming to be pampered with us! You are sure to have a GREAT and RELAXING time with the girls. I just wanted to introduce myself to you – and, tell you I that I am looking forward to meeting you tomorrow night.
At the Get Together

3 WAYS TO WIN

How do you ASK FOR BOOKINGS AT YOUR PARTIES?

#1 Play the Deal or No Deal Game: I close with 3 ways to win. One of those ways is to be a hostess and I explain, how awesome it is to win as a hostess in Arbonne. If you had a GREAT FUN time tonight at this party AND you thought of people you know in your life that could benefit from the same information that you learned here tonight as I shared with you the benefits of these products. You could earn FREE products just by sharing this information with people that you love and care about!!! All you have to do is get one room ready to receive guests, have some cookies and lemonade! I will do everything else for YOU. You share a fun night with a few friends and family, while you WIN FREE PRODUCTS FOR YOURSELF!!! Your friend, “MARY SUE”, will benefit tonight as my hostess when you book a party for your friends off of her party!! (I coach my hostess to share how fun it is to have friends and family over and how she will support them if they will book a party for her.)

#2 Ask for Booking When They Sign Up for Discount: I also offer my WHOLESALE DISCOUNT to everyone at the party by letting them sign up for $29, when I share another way to win with Arbonne is becoming a wholesale consultant with Arbonne.

I say…If you like these products and you are a bargain shopper like me, you can sign up with Arbonne as a wholesale consultant for $29 and get all of your products for at least 35% off for the next year and renew every year after that for only $15. There is no monthly minimum order that you have to place. You simply order when you want, IF you want, you get your products at a discount and they are shipped directly to your doorstep! I will still be glad to consult with you on your Arbonne needs, but this will give you these products a HUGE discount, it works like a Sam’s Club membership.

By doing this I am giving up my 35% commission here tonight. I don’t mind doing that at all, because I LOVE A BARGAIN too! But the way I build my business is by getting in front of people that you know and I don’t know. So what I like to ask for in return, is that when you sign up for the wholesale discount, think about the people you want to share these products with and host a party for me. That is a win, win situation…you get these incredible products that your family uses everyday at a huge discount and I still get help to build my business while I reward YOU as my hostess, just like I am rewarding, (MARY SUE) here tonight!

CREATE A COMMOTION

How do you create a COMMOTION around your business, so people will WANT to do things for you?

Always close with what you recommend and ASK for a class. Tell them what most people do “ most people want to do what most people do.

VERBIAGE:

Most people join for $29 and get their products at cost, generally a Re9 set. You will get 35% discount on your order TONIGHT!! Also a benefit that I offer to anyone on my team that gets an ID number is that you are now eligible to receive not only the consultant benefits (usually an 80% discount) but you also will
receive the consultant benefits as well. WHEN YOU BOOK A PRESENTATION THIS MONTH OR NEXT, I do the presentation/class for you AND I offer the hostess benefits of a 90% discount!!!(you pay $10 of the $20 or maybe even all of it!) Let’s get you on my calendar right away as these dates will fill up and I want you to be able to take advantage of this great offer!

Another great benefit I offer to those with an Id number is that once a month, this month it’s Sat. July 29th, I let my wholesale consultants schedule a 20 min. color consultation. You can come pick out your colors and I will help you order them at cost. Or, if you’re not ready to order right then, we can at least fill out those you like so you will know what you need when you are ready to order. I have refreshments, drawings and a prize “for those that keep their appointments they get to put their name in a drawing for $50 worth of FREE products! Plus if you bring a guest with you to your appointment, you get ___________. These appointments book out fast so let’s schedule that right now too!! Everyone loves these parties and the special one on one treatment they get when they get me for a consultant!!

ENCOURAGE HOST TO KEEP THEIR ORIGINAL DATE

What do you say to get people to understand how important it is not to cancel their party that they have scheduled with you?

Once the party date is picked, I tell my hostess what they will get for having the party and I coach her on how to get the maximum benefits as a hostess. (Be willing to give away the farm, do the Arbonne University on Hostess Coaching, etc to learn how to keep a hostess happy)

Then tell them how much you appreciate them for being your hostess. This is how we build our BUSINESS, it is so much fun working with nice people like you! When you keep your “business appointment” with me on our ORIGINAL date, you will get another HOSTESS REWARD/GIFT, I WILL MAKE THIS WORTH YOUR TIME AND EFFORT, I PROMISE!! I know it is a party for you and life gets busy, but if you will let me do all of the work for you, we can still pull this off and have a great night with your friends and family. I really appreciate you working with me to keep this date on our books!

TAKing CARE OF HOST - EVERYONE SIGNS UP WHOLESALE

How do you REWARD YOUR HOSTESS when everyone at the party signs up WHOLESALE?

I explain to everyone at the party, when I am explaining 3 ways to win with Arbonne, that they:

“You can sign up as a wholesale consultant and get their products for at least 35% off tonight.”

I don’t tell them all of the other specials, etc. When I am getting their information, I ask for the booking and when they say they will do a party, I explain that we will sign them up at their party and they will win all of the hostess rewards at their party, but tonight “Mary” is our hostess and gets the rewards for her party.

If they don’t book a party for you, but still sign up wholesale:

I charge them the extra shipping for their sign up and get them registered as a consultant, but I put all of the orders under “Mary” our hostess tonight.
Then I call that consultant back before the end of the month and see how they are liking their products, during my follow-up. I ask if they have any questions, then I say “I also wanted to let you know that when you place a $100 PRV order on your ID number in the same calendar month that you signed up with Arbonne, you get to pick out another item out of the catalog…ANY SINGLE ITEM that they want, absolutely FREE!! It could even be the $79 Re9 Night Cream!!! I can also help walk you through the ordering process on line if you need my help the first time you order on line with Arbonne.

Offer them their RSVP for them and their family or show them how they can share it with friends or family, this month ONLY!!!

FOLLOW UP WITH SOMEONE WHO DIDN’T COME TO THE PARTY

Hi, this is Your Name I am the Arbonne Representative that will presented at Hosts Name we were so looking forward to you coming! We had a great time, and, I would really like to do something special for you since you were unable to be with us…..I would like to do a get together with you and some of your friends you think deserve a relaxing evening”….is Thursday or Saturday better for you.

HOSTESS REFERRALS FOR DROPOFFS

Hey Host Name, what a great party you had tonight…..is there 2 people you believe were not here that would really enjoy trying a Free Skincare System for a few days…..Great….can we give them a call?

Facing Objections

If the answer is NO, say….

“Susie, I understand that your answer is no --- I completely understand--- but can I ask you one more question? Wait for her yes.

What is the biggest reason why you said no?

TIME

“Okay, let me paint a picture for you and if your answer is still “no thanks”, I will totally understand and nothing will change or be weird between us…. Ok, right now you envision this not fitting into your schedule, but picture this…an hour of me pampering you and your closest friends in the form of a foot spa…. fun, facials and relaxation, no kids while you learn how to look and feel your best with these awesome pure, Swiss products. All you need to do is provide me with a guest list…I mail the invites –we will have a SIMPLE snack available, like brownies and coffee or a bag of pretzels. I do all the rest…so, what do you think, does that give you a clearer picture of what is in it for you and how this could fit into your schedule???”

TIME APPROACH 2

I do not expect you to help me build your business, but I do need help to get it started (keep it moving). I grow a business by networking with people. It all starts with the people I KNOW, that then CONNECTS me to people that YOU KNOW and it starts a chain reaction, BUT IT has to start with people that I KNOW. Could you please help me out, I am committed to making this work. Would you be someone that helps
me get it going (keep it moving)? Before you answer, let me tell you what you have to do to have a party and all the BENEFITS of being a HOSTESS for me in Arbonne!!

The ONLY thing you have to do to get ready for your party is... have one room of your house ready to receive 4-5 of your close friends and family. So that means it doesn’t even have to be that clean!!! Make some brownies/cookies and lemonade and tell your friends that you want them to come over and have a night of FUN and RELAXATION! You all DESERVE to learn how to look and feel your best with Arbonne’s products. While you and your guests are being PAMPERED by me! They are learning about or MORE about what these products can do for them and their families. There are so MANY NEW PRODUCTS available right now, that even if you are a fan of Arbonne already, you will learn about all of the other things that they have added that will help us be the best that we can be!! People are always amazed to find out about the BENEFITS of Arbonne products. I promise your guests will have a BLAST and love taking care of THEMSELVES for once in their life and you will get to have all the benefits of being the HOSTESS that night, which helps you get a ton of stuff for free or at a huge discount!

It is really that simple, FUN and beneficial for you to have a party. NOW would you please help me and your friends out, by being a hostess for me? I can do _________ or _________ this week; which of those days is best for you? (If not then, we can look at another day.)

You can say: I LOVE Friday night parties, people are usually FREE on that night, they are at the end of their workweek and they are in the party mood! We have a blast on that day, because they are ready for the weekend and are in a fun and relaxed mood already!!

I D O N’ T  D O  P A R T I E S

I understand, but I do feel this is different than your average party and the reason I say that is many, many people are looking for healthier skin care. There are a lot of people that are struggling with skin issues today, like dry or very sensitive skin, eczema, etc. Arbonne offers products that actually deliver the results because Arbonne’s before and after photos and I promise you will be amazed. People just love these products around here. Are you certain that this is something you are not interested in?”

I D O N’ T  D O  P A R T I E S  A P P R O A C H  2

Ok...can I ask you why? (You could have fun with them by Jokingly asking... Is it one of the BIG life rules that I don’t know about?) Wait for their answer... (They may say, I don’t like bugging my friends to come over when they are so busy or buy something because they feel obligated to me.)

I totally understand that reason, but can I please explain to you, what we do at a party and how I HELP people with things they are already looking for, buying or are needing. I HELP your friends, in the comfort of your home, while they are relaxing with their friends and family, that they love and want to spend time with, etc. You know how girls are, if you are using something that you love, and I promise, you WILL LOVE Arbonne, they would be MAD at you, if you did not share that with them. They don’t want you looking younger than them!! Plus you would be helping another friend, ME!! I am NOT going to rely on YOU to help be build my business forever more, but I would love for you to help me get it started!! It is a networking business, it grows because we network with our friends and family that helps us get connected to a BIGGER network of their friends and family.
I JUST WENT TO A PARTY

oh you did—fabulous!! "While you were there did you think of anyone that you know that was not in attendance that would benefit from the products and information? We may want to inform anyone that you care about or think would appreciate the chance to try these pure, safe, and beneficial products. Arbonne has been such a gift to me, I just feel bad keeping it from anybody else!!"

NOT NOW, TRY ME LATER

Hey _____, let's look at what your calendar looks like RIGHT NOW! I know you are still crazy busy, because you know what...we are ALWAYS going to be crazy busy! But that is the very reason, I want to come and pamper you and 4-5 of your close friends and family!! I know it may feel like extra work for you, or that no one would have time to come, but I am going to teach you what to say to your guests so they will want to come over and spend a fun, relaxing night with you, while you all learn about how to LOOK and FEEL your best, even with life being as crazy as it is! We need some extra help, so the stress of what we do to survive does not show up on us any sooner than it already is going to anyway!!

All you have to do is get one room of your house ready to receive your friends and family, which means it does not have to be that clean! Make some brownies or buy some cookies and lemonade, call them and tell them they are the special chosen ones that you want to have over for a night of RELAXATION. Do you know how special that makes them feel, that you want THEM to join you on your special night? It is like a friend calling saying, I want you to go spa with me, and just relax and have a good time!!! That is it...who would not feel honored and EXCITED to come and be with you, when you PICKED them. You are going to tell them WHY, you want them, just like I am telling you WHY I want you to have this special night. (i.e. we are all so busy, I just want to relax and be pampered!)

You will receive ALL of the benefits of being my hostess that night and helping me share this with your family and friends!

THEY ANSWER FOR FRIENDS AND FAMILY

How do you TEACH someone NOT TO ANSWER for his or her friends and family about wanting to come to a party, spending money on “stuff like this”, etc?

You know I hear you answering for your friends about what they would like to spend their money on. I know you know them better than me, but can I share with you that there are only 3 things that are recession proof in our society and that one of those is cosmetics!! People will spend money on cosmetics when you think they won’t!! That is why we teach our hostesses not to answer or guess what their friends and family will spend money on, because you would be surprised. Even if they don’t spend money, they are going to have a wonderful time coming to your party, spending time with you, while I pamper you all. We don’t take enough time to take care of ourselves. We deserve to look and feel our best and I promise your friends will be feeling good, by the time they get done at our party! Let me help you, do something nice for your friends and families. I promise they will love YOU for it!!

FRIENDS AND FAMILY ARE RELUCTANT TO HELP YOU

When talking to your friends/family and you have told them all of the BENEFITS they will receive, they look uncomfortable and the tone in their voice changes. They start to make excuses why their friends won’t come. What do you say to get them to understand the reasons why they NEED A PARTY?
If this is a TREND LINE, then have someone listen to how YOU are asking and what you are saying. If it is just this person that seems uncomfortable and normally you get a good response, I would say:

“It seems like this is uncomfortable for you to think about doing, I understand how you feel, but let me tell you how FUN and EASY it is for you to have a presentation and all of the hostess rewards that you get for having a party. You know all of your favorite items from Arbonne… I can help you get those for FREE! All you do is make one room in your home ready for guests, make some brownies and lemonade. I will send out the invitations for you and you can just call to remind them. I know everyone thinks that their friends are too busy to come to a party, but that is EXACTLY why they would LOVE to come spa with us!! You will be giving them a GIFT!”

You are going to spend a RELAXING night with a FEW of your close friends and family. You are all going to learn about how to be healthier on the inside and out, so you can all LOOK and FEEL your best! You will have such a wonderful time and you DESERVE to have a RELAXING night with friends!

IF THEY STILL SAY NO

Invite her to one you are having. “Say, I understand if you are not interested in hosting right now. We are all so busy, but I would love for you to be a guest at one that I am hosting, and allow me to pamper you at my home and provide you with this really important information about health/wellness. Does that sound like something you would be interested in??”

If Yes…Be prepared to give her a choice of at least 2 dates.

If still no……Offer Sample: “OKAY, I understand you are not interested in a foot spa right now. How about trying a FREE 3 day system of our premium anti-aging skin care line (sample pack or results) I would love your opinion.”

Very unlikely that she will say no to all 3 (host, one at your house, and sample). Make certain to call her in a few days for follow up!!

*IF NO –congrats! You did your job well! Give yourself a pat on the back for the activity!!
Remember to always focus on the activity, not the results!! You are a winner!

*IF YES—What is the most convenient way to get it to you?

Often after they try the product they love it enough to want to share it with their friends either in the form of a party or are able to give referrals.

Referrals

Ask for referrals

IF SHE HAS NOT BOOKED WITH YOU

Before I let you go, I wanted to tell you about our referral program. If you can think of someone that is into health/wellness, or has chronic skin issues…someone that may benefit from these products I will give
you a gift certificate for 10% of whatever they decide to purchase. All I will do is give them a few samples and a catalog. If your friend likes the products and wants to have a presentation at her house, I will give you a Free Sea Salt scrub—one of our most popular products. Can you think of anyone that may be interested in the product or may be looking for a way out of their current financial or work situation??

**Facing Objections**

**I DON'T REALLY KNOW ANYONE**

What’s the best way to ask for referrals and AVOID getting the answer "I don’t really know a lot of people" or "I don’t really know anybody that would be interested, but I’ll think about it"?

I know you don’t think you know anyone that would need this, because maybe YOU don’t need this or want this for your family right now. But I would REALLY encourage you to think about what other people MAY NEED. People are looking for ANYTHING ANTI-AGING and that is EXACTLY what I have, but what I want you to REALLY CONSIDER…is that there are a lot of people that NEED THIS BUSINESS. So even though you may not need it, please don’t let someone else be struggling with jobs, finances, etc and not let them know about this VERY VIABLE AND LUCRITIVE opportunity. For some people HOPE IS WHAT MAKES LIFE BAREABLE! That is what I offer with this opportunity is HOPE! So think about it this way…who do you know THAT NEEDS HOPE or help? With the world like it is today…there are soooo many people that are struggling, restless, or just plain unhappy with their current circumstances. Those are the people that I am looking for and this is a network marketing company, I have to network to find those people…YOU are MY network!! I will get connected to people that need my help, through people I know that connect me to people they know, that then connect me to people those people know. When we do this, we will eventually being helping thousands of people that need and WANT help! It is not anything more than that, despite the sometimes, general beliefs about network marketing and what it does to people. Does that sound so bad to you? I actually LOVE what this company and opportunity can do for so many people. I am proud to be a part of something that can truly make a difference in someone else’s life!

**Prospecting**

**Preparation**

**SELF-TALK**

What do you say to yourself before you go to every place during the day to ensure that you don’t miss out on an opportunity to prospect (Self-talk)?

I tell myself that they want what I have and I am LOOKING FOR PEOPLE TO HELP with my products and business!! I AM going to find people that need my help and want to WORK with me for their own dreams!
ATTITUDE

What do you say to yourself before you go to every place during the day to ensure that you don’t miss out on an opportunity to prospect (Self-talk)?

I tell myself that they want what I have and I am LOOKING FOR PEOPLE TO HELP with my products and business!! I AM going to find people that need my help and want to WORK with me for their own dreams!

What can you do to avoid letting a potential prospect slip through your hands? (i.e.- not walking away, especially if you feel the urge to talk to them)

I look for people that would BE GOOD at my business, and that shows or tells me that they NEED MY BUSINESS. Then I ACT on that opportunity!!! I truly believe that it is my GOD that puts that urge in my heart to share with the people HE puts in my path and that I am being disobedient if I don’t do what HE wants me to. HE knows their needs, I don’t…I just follow HIS lead! It is cool when you work with GOD as your business partner!!

Paint the Picture

WHAT DO THEY NEED?

How do you PAINT THE PICTURE about what this business can be FOR THEM AND THEIR FAMILY?

LISTEN to them and what they are saying their family “NEEDS”!!!!!!!!!!!!!!! Then I say “Have you ever thought about doing something different, if what you are doing right now is not working for you?” Or, “have you ever thought about the statement “if you would like things to change, you have to change what you are doing, to get different results?”

I don’t know if it would be a fit for you or not, but have you ever heard of Arbonne? Or…You should think about letting me help you do what I do? RESPONSE - What is it that you do? I help change peoples lives, by teaching them how to build a business out of their home, where they are their own boss with a company that compensates their management levels at a range from $300-$23,000/month based on how hard they work.

You are the perfect person that can benefit from an opportunity like this one. You are a HARD WORKER, but are tired of not getting paid what you are worth and stressing over how to make the ends meet, or maybe you are getting paid well, but are tired of the rat race for you or your spouse and you want more freedom and flexibility to ENJOY your life. Either way, if you are restless, like you are saying, this is something that you should learn about. It may not be the right fit for you, but it is worth investigating, I promise, because if it is a fit for you, it could be an answer to your prayers!

ONE MINUTE COMMERCIAL

What do I say for my 1 minute commercial that I have to give at my NWM group?

Hi, my name is __________, I am excited to be here today, representing my company, Arbonne International! It is over a 27-year-old personal care products company with over 300 different products that people use on a daily basis. All of our products are a part of the HEALTH & WELLNESS INDUSTRY. Which is predicted to be the NEXT 1 TRILLION DOLLAR INDUSTRY IN JUST THE NEXT FEW YEARS!
That is a one of the KEY components or reasons for Arbonne’s phenomenal GROWTH in the past 6 years. We have doubled in sales, after 27 years in business, with millions of dollars in sales/year. In 2005 our company went from a 200 million dollar company with a 164% growth in sales to a 450-500 million dollar company, we ended 2006 at nearly 1 billion in annual sales. All of our products HAVE TO BE PURE, SAFE and BENEFICIAL, they are and ALWAYS HAVE BEEN and always will be botanically based. They are proprietary to Arbonne, dermatologist and pediatrician tested; we don’t use animal products, animal by-products, mineral oil, chemical dyes or fragrances! We have what people are ALREADY looking for in personal care products, we just have tell them what we have.

There are only 4 management levels in our company and the top-level managers in Arbonne last year, made an average of 22,000/month from Arbonne! (see our compensation summary). Arbonne has a system that fosters success in this company because of the training and support that Arbonne and their committed leaders provide to their consultants. There is room at the TOP of this company for all of us!

I am proud to be here representing my company, as an independent consultant, with Arbonne International!! Thank you for your time!!

Scripts for Prospecting Scenarios

CLERK AT A STORE

How do you talk to a clerk at a store?

“How long have you worked here? __________ You must love it here. OR Do you love working here? _________. Have you ever heard of Arbonne? YES. GOOD…have you ever USED their products? YES. GREAT what have you used? _____ Well, have you ever heard about the OPPORTUNITY that is connected to these amazing products? If you have ever thought about doing something different than what you are doing today, you should look into Arbonne a little more. You can go to Arbonne.com, but the COMPENSATION is even more amazing! You can make anywhere from $300-23,000/ month at the different levels of management with Arbonne. It is VERY lucrative and gives people a chance to have choices in life and YOU DESERVE to have choices too!! (Watch their body language and LISTEN to their response)

If they are open to hearing more – Tell them that Arbonne has had an average of 100% growth every year since 2001. Share the success of the team that you are on and that you are going to be at the top of the company too!

If they are hesitant or put a wall up – Tell them you know people USUALLY put up a wall or are hesitant when someone shares information about a Network Marketing company with them. I USED TO DO THE SAME thing!! But then someone shared with me what NWM REALLY is and all that it does for people JUST LIKE you that working hard to get ahead but not happy with what you have to do to make that happen for your family. This is the only VIABLE option for MOST NORMAL people like you and me have to start and be the OWNER of our own businesses, have control over our schedule, I still work hard, but I CHOOSE WHEN I WANT TO WORK, and make that $300-$23,000/month that I shared with you earlier. When you REALLY understand all that it can be…instead of thinking it is a pyramid, you will be willing to hear more so that IF you say “no”, you REALLY know what you are saying “no” to. That is all I ever want people to do is really HEAR about this opportunity, so that I know, you have heard this and you still don’t think that this is something that you and your family would want to take advantage of, for them.
Then I can sleep at night knowing you aren't like me that said "NO" to this opportunity for 3 years (or however long you thought about saying no) before I REALLY listened to what this has done for so many "NORMAL" people like you and me!

SOMEONE IN LINE

How do you talk to someone that is in line with you at the GROCERY STORE?

I start conversation about the items in their basket and compare to my basket in some FUN way!! If they are a fun person, this will start conversation. If they are not a FUN/FRIENDLY person and they don't respond to you, then they are NOT a good prospect for you anyway. After we have conversed back and forth for a little while, I ask them "Can I ask you a question?"

NOTE: THEY HAVE NEVER SAID “NO" TO ME!

Then I always ask...Have you ever heard of Arbonne? YES. GOOD...have you ever USED their products? YES. GREAT what have you used? ____. Have you ever heard about the OPPORTUNITY that is connected to these amazing products? If you have ever thought about doing something different than what you are doing today, you should look into Arbonne a little more. You can go to Arbonne.com, but the COMPENSATION is even more amazing! You can make anywhere from $300-23,000/month at the different levels of management with Arbonne. It is VERY lucrative and gives people a chance to have choices in life and YOU DESERVE to have choices too!! (Watch their body language and LISTEN to their response). You are so NICE, you are the perfect person that can be WILDLY successful in this company and if you already like the products you should contact your consultant and ask them more about the business!!

If they are open to hearing more – Tell them that Arbonne has had massive growth every year since 2001 and share the success of the team that you are on and that you are going to be at the top of the company too!

START CONVERSATION WITH PERSON OF INFLUENCE

How do FIND A PERSON OF INFLUENCE at a party, in a group, etc and then START A CONVERSATION WITH THEM?

You look around the room and watch the people interact with each other! Who do you see "LIGHTING UP THE ROOM?" Where are the people congregated and who is KEEPING THEIR ATTENTION. That is your person of influence!!

You also want to look for the SHARPEST, BEST DRESSED PROFESSIONAL looking person in the room. Hopefully, that is the person that is lighting up the room as well, because they can be your ACE if they ever do this business with you!

You will go over and ask to join them and their group, because your friend/husband/boyfriend is busy talking with their buddies, etc. After listening to the group and joining in, WITHOUT TAKING OVER THE CONVERSATION, you can take out your HANDCREAM and ask them if anyone would like some. Conversation will start about the handcream and you can tell them that it is Arbonne and then ask if they have ever heard of it or used it.
Prospect Lives In Another State or Country

If your prospect lives far away from you, simply call the contact on the phone.... and, tell them how excited you are about your new business, then, ask them if you can send them some information by email to check it out. The email should contain the before/after pictures and a link to the Arbonne=Results Presentation at www.arbonne.com then, tell them you will call them back in an hour to see what they think....! Let the ARBONNE=RESULTS ONLINE PRESENTATION do the work for you!

YOU CAN send the link below to your prospect, as well, to ensure they go to the right area to listen! Be sure to attach the before/after pictures to the email – very important especially if the prospect has not tried the product yet.

http://www.arbonne.com/company/presentations/areresults.asp

So, the prospect is getting 3 exposures....and, it usually takes 3 EXPOSURES to make a decision to JOIN! Here are their exposures: (1) the initial call from you (2) they watch the Arbonne=Results Presentation and then, (3) connects them to her RVP for a 3 way call.

Using Samples

**Giving the Sample**

*What do you say to a prospect to get their contact information to follow up on a sample or product that you are letting them use?*

After talking with them about Arbonne, I always lead with the question "If you would like to try a sample, I can give you one to try. Just give me your information, phone number, email (address if you don’t have a sample on you) you can say “I will mail you a sample and overview sheet or catalog so you can try it and I will call you back in a few days and follow up to make sure you DON’T have any questions and see how you like it.”

**If they act uncomfortable about giving me a sample –**

I say “the only reason I need your information, is to follow up and make sure you don’t have questions once you start to use it.

**If they still seem uncomfortable -**

I say if you are uncomfortable giving me your information, that is ok... you DON’T HAVE TO TRY IT, I understand. Then I give them a BUSINESS CARD instead and say you know you should at least go home and look at our website, Arbonne.com. You will see how much goes into our products and having a product that is botanically based is so good for your skin. If you decide you DO WANT TO TRY my product, give me a call or email me. My information is on the card too. Thanks for your time. I hope you will check this out, I think you will LOVE what learn about our company and products! We really do have what people are already looking for in health and wellness!
FOLLOW UP ON SAMPLE PACK

What is the BEST way to get someone to call you back, after you have given him or her a sample to try? What do you say when after calling 3 and 4 times you have had no response?

I always try to get a chance to talk to the person first and not say it on a message. If after a few times of calling, I say “Hey, this is Carleeta again. I would really like for you to call me back…I am starting to get worried that I have not heard from you. Everything may be fine, but my head is starting to play games and I am worrying about YOU. Please call and let me know you are O.K. If I don’t hear from you I will call back in a few days! Hope things are great with you!! Talk with you soon!

Facing Objections

LOVE THEIR CURRENT PRODUCT

How do you get someone to try Arbonne, when they LOVE their current product or they “USE THE TOP OF THE LINE” or a “Physician RECOMMENDED brand”?

After I have asked for them to try my sample and I get that response, I would say.

“That is so cool that you CARE THAT MUCH about your skin and have experienced TOP OF THE LINE skin care products. Ok…I have to ask because I LOVE ARBONNE, but I am looking for testimonials from other people that know good skincare. Will you please use it and tell me HOW IT COMPARES to the product that you are using? That would help me learn more about my product from someone who knows skincare and I would so appreciate you opinion!”

PROSPECT IS HESITANT OR WALLS UP

How do you react when someone PUTS UP A WALL after you mention Arbonne?

Tell them you know people USUALLY put up a wall when someone shares information about a Network Marketing company with them. I USED TO DO THE SAME thing!! But then someone shared with me what NWM REALLY is and all that it does for people JUST LIKE you that working hard to get ahead but not happy with what you have to do to make that happen for your family. This is the only Viable option for MOST NORMAL people like you and me have, to start and be the OWNER of our own businesses, have control over our schedule. I still work hard, but I CHOOSE WHEN I WANT TO WORK, and make that $300-$23,000/month that I shared with you earlier. When you REALLY understand all that it can be…instead of thinking it is a pyramid, you might be willing to hear more so that IF you say “no”, you REALLY know what you are saying “no” to. That is all I ever want people to do is really HEAR about this opportunity, so that I know, you have heard this and you still don’t think that this is something that you and your family would want to take advantage of, for them. Then I can sleep at night knowing you aren’t like me that said “NO” to this opportunity for 3 years (or however long you thought about saying no) before I REALLY listened to what this has done for so many “NORMAL” people like you and me!
ANSWERING FOR OTHERS

How do you TEACH someone NOT TO ANSWER for his or her friends and family about wanting to come to a party, spending money on “stuff like this”, etc?

You know I hear you answering for your friends about what they would like to spend their money on. I know you know them better than me, but can I share with you that there are only 3 things that are recession proof in our society and that one of those is cosmetics!! People will spend money on cosmetics when you think they won’t! That is why we teach our hostesses not to answer or guess what their friends and family will spend money on, because you would be surprised. Even if they don’t spend money, they are going to have a wonderful time coming to your party, spending time with you, while I pamper you all. We don’t take enough time to take care of ourselves. We deserve to look and feel our best and I promise your friends will be feeling good, by the time they get done at our party! Let me help you, do something nice for your friends and families. I promise they will love YOU for it!!

PROSPECT INVOLVED IN ANOTHER NWM COMPANY

What do you say to another consultant from another Network Marketing Company?

How exciting to talk with someone that sees the BEAUTY in NWM like I do!! We should trade contact information and support each other as we grow our businesses. Sometimes I even do OPEN HOUSES, where I invite other home based businesses to join in and we share our products with each other’s contacts! These are a BLAST!

ARBONNE IS SATURATED

What do you say to consultant or prospect that says your area is SATURATED?

I know everyone says that and you may believe it, but it is my job to teach people how to connect with people that will take you out of the area that has more Arbonne in it than most. Everyone ONE person you know, knows 250 people AT LEAST. It just takes one person to get you connected to a different area that will change the course of your business.

Once you get connected to a few local people, you then end up getting connected to people that live ALL OVER THE NATION!! Your organization will start to look like the airline diagrams that show you everywhere they can fly you!! It is like a spider web of consultants that connect you to EVERY part of this nation and we have not even gone fully international yet!!! It is so exciting, how much room for growth, this company has and WILL CONTINUE TO HAVE FOR PEOPLE THAT LEARN HOW TO THINK WITH ABUNDANCE not scarcity. I am looking for people that will let me help show them HOW to get connected to enough people that they will see their business, look like a WEB ACROSS THE NATION!!! Will you let me HELP you learn how to do that?

Ask people WHO they know somewhere else that needs help. (Use Verbiage from previous example of not wanting to give referrals.)

PROSPECT CHANGES MIND

What do you say to someone that has changed their attitude about this opportunity since you first met with them?

I would remind them where we left off from our last meeting and BRING THEM BACK TO THE PLACE THAT THEY WERE EXCITED about Arbonne. If they act uncomfortable then I would say:
“How are you doing? What are you thinking or feeling? You seem a little distant or overwhelmed…(wait for their response). It is NORMAL to feel scared, overwhelmed or have second thoughts about doing something that you have never thought about doing in your life. But just because it is something different doesn’t mean it is bad that you are thinking about it. Many times when I talk to people about ALL that this can be for them and their family, they get VERY excited. Then they go home and share the idea with their family and friends and sometimes get a negative or protective response, which places doubt or fear in you. Let me ask you something…remember the other day when you were sharing with me how you wanted to stay home with your kids, make some extra $$, etc…is that STILL something you would like to do? Then I am asking you to let me show you how. I know it is scary to think about doing this, but let me teach, train, and support you so you CAN go and make that happen for your family.”

You could go on and explain why people have warned them against doing Arbonne… Protection of them, they are worried about how it will affect THEM, if you do get successful with Arbonne, etc.

PROSPECT HAD A PRIOR BAD ARBONNE EXPERIENCE

What do you say when someone has had a bad experience with Arbonne’s opportunity or another Arbonne consultant?

I listen to them and what happened, so I know HOW to respond and then say:

“I am SO sorry that you had a bad experience with an Arbonne consultant or opportunity, (whichever one they are sharing with you). This IS such a WONDERFUL company and an amazing OPPORTUNITY that if you let me, I can show you how awesome it REALLY is.

If problem was with another Consultant

There are SOME people out there that hear about the money and the opportunity with Arbonne…sometimes they are trained by people who are trying to get rich quick, they are not trained AT ALL or have not plugged into the training that Arbonne provides for all of us. So when they sponsor people or sell products without the training they REALLY don’t know what they are doing, or they are doing it WRONG. That is what can result in a bad experience for clients or consultants that they are working with. Some people say they want to do this as a business, but they really are just doing it as a hobby and are not equipped to REALLY be a GREAT CONSULTANT for someone else.

However, I promise you this company DOES change lives and if you work with a consultant that uses Arbonne’s system for success, you can take advantage of all of the wonderful things this company gives us. If you are PERFECTLY happy with your life and you have all of the money and time that you need, or you did EXACTLY what you wanted to do today and spent time with the PEOPLE that you wanted to be with, then you know what…you don’t need to hear anymore about Arbonne, EXCEPT how amazing these products are, because even if you don’t need this opportunity, YOU will want the products because they are the best ones around. BUT…if you are RESTLESS and you would like some freedom and flexibility with your finances or how you live life, then I would SINCERELY encourage you to let ME show what this company can do for you and others that need a change.

What do you say to someone that had a bad experience with another Arbonne consultant?

I am so sorry that you did not have a good experience with the consultant that you had helping you. That can happen if someone is new, not plugged into the training that Arbonne gives us on how to help our customers or if they are not TRULY DOING THIS AS A BUSINESS, yet try to teach someone how to do it when they don’t know what they are doing. But Arbonne really is such a WONDERFUL company and helps so many people. The products are amazing and have the BEST ingredients for your skin that you
can find out there today and are formulated in such a way that they REALLY give you results. (Show a before and after sheet if you have one. Watch their body language and listen to their response. If you see their guard dropping go on and say the following).

I understand if you don’t want to hear anymore about Arbonne or their products, but I would love it if you would let me really HELP you learn more about our products, because if you love our products like I think you will, you may even want to hear about how this company changes peoples lives! (You can share the compensation summary). There really are only good things about this company and the products. They are not out to hurt anyone; they really just want to help you with either their products or the opportunity, whichever one fits for you.

If they say they will listen, share your information, samples, etc.

If they are not open to hearing anymore, give them a business card, and ask them to at least look at the website on their own and check it all out for themselves. They may see something they like and if they do, have them call you.

PROSPECT BROKE OUT AFTER USING PRODUCT

What do you say when someone tells you they broke out with Arbonne after trying it just for a short period of time, after using another product that they were happier with?

“Did your consultant explain breakouts are COMPLETELY NORMAL when you use a product with ingredients that are so concentrated, powerful and GOOD for your skin that it will make some people breakout, because that is how it CLEANS OUT what is in your skin that NEEDS TO COME OUT. If you will let me work with you, I can help you get through that phase so that, ONCE YOU GET THROUGH THAT PHASE, you have the BEST skin that you have ever had, because these ingredients are so powerful and good for your skin!! You will GLOW, if you will let me HELP you. That is what we do…we are skin care CONSULTANTS, we are supposed to CONSULT with our clients to help; them with their skin concerns!

Someone tried your Arbonne products but BROKE OUT or had an ALLERGIC REACTION.

“Did your consultant explain breakouts are COMPLETELY NORMAL when you use a product with ingredients that are so concentrated, powerful and GOOD for your skin that it will make some people breakout, because that is how it CLEANS OUT what is in your skin that NEEDS TO COME OUT. If you will let me work with you, I can help you get through that phase so that, ONCE YOU GET THROUGH THAT PHASE, you have the BEST skin that you have ever had, because these ingredients are so powerful and good for your skin!! You will GLOW, if you will let me HELP you. That is what we do…we are skin care CONSULTANTS, we are supposed to CONSULT with our clients to help; them with their skin concerns!

Now, if you TRULY HAD AN ALLERGIC REACTION, where your skin became RED, SWOLLEN like hives or irritated, then you are sensitive to something in the products that you used. But we can help you figure that out, even if you don’t use Arbonne, you will want to know which ingredient you need to avoid in the future. Arbonne lists EVERY ingredient in EVERY product on their website. So we could go look at the products that you used and see if there is anything you know that you are sensitive to. Some people are more sensitive than others, but I promise you there will be something that we could find for you to use that you would be fine on! That is our job, as consultants, we are here to help you find products that are a FIT FOR YOU.
If people let me, I usually have them stop everything, let their face/reaction clear up and then we go VERY SLOWLY, doing test patches and trying one thing at a time until we find a regimen that works for you and gives your skin what it needs without things YOU OBVIOUSLY DON'T WANT!! I am so sorry, but do you think you would be willing to let me help you?

If not we have other products that are good for you, that we can show you and you will receive benefits and enhance the skin care that you are using.

**PREVIOUS BAD EXPERIENCE WITH NETWORK MARKETING**

Someone who has done OTHER NETWORK MARKETING companies before and did not succeed or had a bad experience.

You know, I understand that if you had a bad experience with another company, how easy it is to lump them all into that same awful category. But I always use the scenario that if I was out of town and I ate bad Mexican food, and I LOVE Mexican food, that would not make me never eat Mexican food again! I just would not eat Mexican food at THAT restaurant! You obviously saw the BEAUTY OF HOW NETWORK MARKETING works or you would not have tried that/those other companies. We have a lot of people that have been in other NWM companies before without success but are leaders in OUR company today, living life the way they choose! I would love to share information with you about Arbonne and answer any questions that you have about our company, compensation plan, etc THEN if you are not interested that is fine. But at least you know what you would be saying NO to! Can I please help you do that? I can handle you saying "NO" to this, if I know you REALLY know what you are saying "no" to!

**RE9 IS TOO EXPENSIVE**

How do you PAINT THE PICTURE for people to see the Re9 does not cost much, when you consider how much you spend on EVERYTHING else you wear to look your best?

Before showing Re9 at a one on one or at your party, first tell them you want them to close their eyes:

“Imagine yourself in front of your closet when they are getting ready for their day. Can you SEE all of the clothes you have hanging, shoes, belts, purses and all of the accessories…you pick out an outfit to wear, put it on, look in the mirror to check out HOW GOOD YOU LOOK. If you don’t feel good in that outfit, you may even change and put on something different. You do all of this just so you will LOOK AND FEEL YOUR BEST all day.”

Ok, you can now open your eyes and I want to ask you a question…

What is the ONE THING YOU WEAR WITH EVERY OUTFIT? Answer – YOUR FACE/SKIN!!

I am so excited to show you the Arbonne skin care products and help you look and feel your best everyday with everything you wear!!

It is cheaper and safer than cosmetic surgery and YOU WEAR IT WITH EVERY OUTFIT!

I also explain how it is SOOOO CONCENTRATED that you use TINY amounts of each product. A little bit goes a long ways!! A system will last anywhere from 4-9 months with some of the pieces that you use. When you think about how much you have to use of a product that is NOT CONCENTRATED and how often you are spending money replacing it, you sometimes even SPEND LESS on our products than what you are using currently and the results you will get are BETTER!!!
**UNSUPPORTIVE FAMILY & FRIENDS**

**How do you deal with FRIENDS AND FAMILY THAT ARE NOT SUPPORTIVE?**

I try to educate them about what and WHY I am doing this business and what it takes to make it work. I also explain and share stories of what it is going to GIVE to our family. If they are still unsupportive, I ask them to agree to disagree. Even though they don’t agree with it, to please not say anything at all to me about it and I won’t say anything to you. SET BOUNDARIES and tell them that you don’t expect them to believe in Arbonne, the products, or network marketing, but you do need them to believe in YOU…PLEASE!!!

---

**Using 3 Way Calls**

**STEP 1 - Invite Prospect to Participate**

New Business Builder (BB) or Current BB needs to contact 5 prospects who are on the top of their list for ambition, successful, driven individuals.

*BB needs to call the 3rd party to see what dates/times are available before talking with prospect so the dates are available and open….the 3 parties can be – the current/new BB, the prospect, your upline or sideline (doesn’t matter about title).*

Use the following verbiage to get the prospect to participate on a 3-way call:

____(Prospect Name)____, I would like you to take a look at what I am doing….I don’t know if it is a fit for you or not…but, would like you to take a look at it. Would you have 15 minutes that we could talk on the phone with my friend, ____ (3rd Party Name) ____?”???

IF prospect says YES, then ask what day and time could the call be made – SET THE APPOINTMENT FOR THE CALL!

Call your 3rd party to inform of date/time.

If prospect says not interested, get a class, get them to a discover, give them a RE9 kit….get them EXPOSED.

**STEP 2 - Introduce Prospect to 3rd Party**

Here is the SCRIPT FOR THE 3 Way Call

The call is opened with the BB telling the prospect again…..

“Hi, ____ (Prospect Name) ____ ----I just wanted you to take a look at what I am doing…not sure if it is a fit for you or not….but, would like you to hear about Arbonne International that I am so excited about! This call as I promised will only take about 15 minutes….and you will be able to just sit back - relax and listen with a open mind.
I am involved because I see the unlimited income, and desire to stay home with my children and retire my husband (OR WHATEVER their reasons for doing the business).

I thought of you because...........(tell of the quality they see in this prospect)

Let me introduce you to my friend, (3rd Party Name) she is going to tell you more about this business opportunity

**STEP 3 - 3rd Party Tells 4 Point Overview of Arbonne**

The call is now turned over to the 3rd Party ...

Hi, (Prospect Name).

Thank you for joining us on the call. We will be respectful of your time....and, will go over the highlights of what this opportunity is about....and, see if it is a fit for you or if you know someone who would be a fit.

(P O I N T 1) C O M P A N Y A N D M A R K E T - T I M I N G

Let me start by telling you about the company.

Arbonne is a BIG BUSINESS....not a hobby. This is a real chance to be involved with a company that is soaring to the top.....with avenues for you to become FINANCIALLY FREE and have TIME! Arbonne is a 27 year old company.....very stable and secure. The leadership and success of this company has are unmatched in our industry!. When looking at a company to be involved in...you want the proven success of not only the company but of those involved in the company...and, this is Arbonne.

We recently were featured in the nationally known SUCCESS AT HOME MAGAZINE.

MARKET-TIMING

Arbonne's growth has been phenomenal...not to mention, the projection of growth over the next 5 years will be more amazing. Here is the success breakdown for Arbonne. 27 Year old company –

We have close to 100% growth every year since 2001.

Something VERY DIFFERENT happened in 2005- we did not do 100% growth...(pause) -we did 164% GROWTH........making us a 450-500 million dollar company.

We are the FASTEST Growing company in our Industry!

THE Time to get involved is NOW. When a company is in its peak of growth, this is the time to be involved...and, where many people have become financially free. AND THIS IS ALL because they joined the company at the right time and with the right products and with the right marketplace.

We have had International expansion – 2006 – opened CANADA ---which grew 454% in one YEAR......and, then, 2007 – we opened Australia. The company is introducing 2 countries a year until 2012! Which is another indicator of great growth to come~!

We are still a GROUNDFLOOR company.....there is so much growth opportunity in many states across the USA.....There are still many people across our country who HAVE NOT EVEN heard of Arbonne.....meaning, these are GOLDMINE AREAS.
(POINT 2) PRODUCTS

Now let me share with you about our incredible products. Our products are in a class of their own… the highest of quality… keeping to the botanical and natural principals…. The products sell themselves…. we have skincare, cosmetics, aromatherapy, weight management, nutritional, hair care, sun care. All formulated in Switzerland… made in the USA – and many of our products still have US and Swiss Patents pending… we are leaders in our INDUSTRY with product development!

We are getting very recognized as having the highest and purest products of anyone.

(POINT 3) COMPENSATION

Arbonne has a Generous Compensation plan – THERE ARE 4 levels to the BUSINESS

DISTRICT MANAGER – pays average close to $230 a month, some make more.

AREA MANAGER – this level pays $1200 on average a month, some make more.

REGIONAL VICE PRESIDENT and the car – Average $4700, some make more.

NATIONAL VICE PRESIDENT – Average income is $23,000 a month

You can find the COMPENSATION SUMMARY online – arbonne.com.

Earn as much as you want. No ceiling.

(POINT 4) OUR TEAM

We currently have over 50 White Mercedes on our Team…. We have a success plan that works and is proven!

Thank you so much for joining us today…. and, I want you to know you were INVITED to this CALL because “____ (Business Builder) ____” believes you are a person of excellence…. so, consider that a compliment. We teach and train that this business is for people of great excellence.

So, based on the information you have heard, where do you see yourself…. on a scale from 1 – 3.

1 being – I WOULD LIKE TO TRY THE PRODUCTS

2 being – YOU HAVE PERKED MY CURIOSITY; I want TO KNOW MORE about this OPPORTUNITY

Or

3 being – SIGN ME UP… I Want to partner up with ____ (Business Builder) ____ and do this business!

(Let your prospect answer…. if a 1 schedule a one on one with this person…. if a 2 ask them “what would it take to get you to a 3? Then schedule them to the next Discover, or a lunch one on one – if a 3 complete a wholesale application over the phone… and, ASK PERMISSION to do a 1-2-3 Getting Started with them over the phone…. or schedule this to happen in person within 48 hours).

Thank them again…. and…. REPEAT THIS PROSPECT as you sort to find your TEAM!
Customer Service

Wholesale Buyers

RENEW THEIR MEMBERSHIP

How do you call and ASK FOR CONSULTANTS TO RENEW THEIR ID NUMBER?

Hi, my name is __________________, I am your DM/AM/RVP/NVP in Arbonne and I am just doing my monthly renewal calls. I noticed you signed up with Arbonne and purchased products with us a year ago. Have you enjoyed them? (List what they say________________________). You are eligible for renewal with Arbonne for ONLY $15 this month and will receive a FREE product JUST for renewing. You are also eligible for $700 worth of product for only $350 (if applicable). I would be glad to share a NEW catalog with you and information on all of our new products since last year. If you are interested, I can bring by or put things in the mail for you today! If you have any questions on how to renew with Arbonne, I am here for you. My phone number is ______________ and my email is ________________. We appreciate your support and business. Thank you!

(Once RENEWAL report is available, you will have TOTAL $$$$ amount purchased throughout the year. Look for HIGH usage customers that could possibly turn into business partners!!!) Invite them to an EVENT (i.e. Discover Arbonne, National Meeting, Earn and Learn, Health & Wellness, etc.)

WELCOME NEW CONSULTANTS

How do you call and WELCOME NEW CONSULTANTS?

Hi, My name is _______________, and I am thrilled that you purchased some Arbonne Products.

You are in for a treat!! The products are awesome and I just wanted to let you know that I am your RVP!! If you ever have any questions about your products or information that you receive from Arbonne, please don’t hesitate to call me. My number is _________ and my email is _________. I have a list in my computer of people that give me permission to notify them of the new products and specials that Arbonne offers. If you would like me to add you to this list, I would be glad to keep you updated or help you in the future. I also want you to know there is an AWESOME opportunity connected to your products as well. If you would like more information on that, I would be glad to send you a packet and follow up with you and your sponsor. Arbonne has allowed me to_________________________________________

(quit my fulltime job and spend more time with my family) (make some extra money every month to help out with our bills)

(have the opportunity to create time freedom and financial security for my family)

Basically, it has given me the opportunity to live life the way “I” choose. I love having that control in my life!

If your would like more information on the company, the products, or the Arbonne opportunity Please let me know and I would be glad to help you!!
Call or email:

WELCOME TO ARBONNE!

Just a note to let you know, when you place a product ORDER in the amount of $100 RETAIL – which is really only $65 your out of pocket cost - through Arbonne International before the end of this MONTH, you will get a FREE PRODUCT of your choice. You get this GIFT from Arbonne just for signing up in THIS month. The FREE product will not be available to you next month. In order to receive your FREE GIFT, you have to place your $100 retail order before July 31st!

I don’t want you to miss out on your NEW consultant gift! If you need help placing an order contact your sponsor OR me at this email address today! I am so glad you have chosen to enjoy these amazing products at a wholesale cost!

Best to YOU,

Carleeta Nelson,

Independent Consultant

Executive National Vice President

RE-ORDERS AND ADD TO EMAIL BLAST

How do you call WHOLESALE BUYERS for REORDERS and ask them if you can put them on your email list for information and updates about Arbonne?

Hello _____, do you have a minute? I am just calling to check in with you and see how you are doing with your Arbonne products. I am compiling my last Arbonne order for the month and was just checking with my wholesale consultants to see if they need me to add anything to my order and save on shipping, time, etc. I would be glad to place it for you today. I know sometimes it is hard to sit down long enough to place the order on the computer or call 1-800-Arbonne, but you really like the products. This is how I make it easier on my clients so they can ALWAYS enjoy their products at wholesale, without having to think about it! I love connecting with my customers on a regular basis anyway to just see how you are doing too!

If you like this kind of service, I can add you to my monthly call list, where I check in with my clients and see if they need anything, before I place my last order for the month.

If you would like I can add you to my client eblast. I PROMISE you will not get bombarded with emails from me and I will not share your address with anyone else. All I do is keep you updated on all of Arbonne’s new products and any specials or bonus buys that I offer my personal customers. Would you like me to add you the list?
RSVP ELIGIBILITY IS ABOUT TO EXPIRE

How do you call and let someone KNOW THAT THEIR RSVP IS ABOUT TO EXPIRE THIS MONTH?

Hi, my name is ________, I am your ____________ (management title) with Arbonne International, I am calling because I know you have been using Arbonne’s amazing products! I noticed you signed up in ________ (the previous calendar month). When you sign up as a wholesale consultant with Arbonne, you are automatically eligible to take advantage of a **50% discount** on your products!!! This **50% discount** is only available to you in your first two calendar months as a NEW consultant and then it expires! I know after you learn to love the products you got when you signed up, you often times want to try even more of our amazing products! I **LOVE** that Arbonne gives us an opportunity as NEW wholesale consultants to **TRY EVEN MORE OF THESE products at a discount** to see how well we like them! SOMETIMES, consultants will **SHARE this 50% discount** with their family and friends. You can **each** receive $350 worth of Arbonne’s products, but pay ONLY $175 plus tax and shipping. I would be glad to help you place this SPECIAL discount order for you and your friends or family if it sounds like something that you would like to take advantage of before it expires on _________(date).

NEW CLIENTS AFTER PRODUCT PURCHASE

How do you call and follow-up on NEW CLIENTS that are starting Arbonne’s products?

Hello _____, do you have a minute? I am just calling to see how you are doing with your Arbonne products. Did you get your order ok and do you know how to use everything? I am just checking to see if you are doing ok or if you have any questions.

NO, I am fine. GREAT I was just checking on you. If you would like me to, I can add you to a wholesale email list that will allow me to notify you about the specials that I run, new products, Arbonne Showcases that will show you all of the other products that we have and educate you about health and wellness, etc.

THANK YOU NOTE FOR ATTENDING GET TOGETHER

_______ (Guest Name) _______

I had a great time meeting you at our Arbonne get together. I know you are going to love your products!

Please know that I am committed to providing you with great customer service, so I have enclosed my business card with my information. Please do not hesitate to call me should you have any questions. I will be in touch with you from time to time to let you know about different specials I run and about new products that Arbonne launches.

Also, I am always looking for new business partners that I can teach and train to do what I do. If you are ever curious or if you have a friend who might benefit from this business, I would love to share more information about the Arbonne Opportunity.

Thank you again for your business! I really appreciate it!

Blessings,

_______ (Your Name)
Friends and Family

THANK YOU FOR BEING SUPPORTIVE

How do you call PAST CLIENTS, HOSTESSES, and WHOLESALE CONSULTANTS that have supported you in your business?

Hello _____, do you have a minute? I am just calling today to tell you THANK YOU for supporting me in my business as a client, hostess, etc. I TRULY could not do this business without the help and support of people like you! You have no idea how much I appreciate your support and I just wanted to let you know that today. I don’t want to take a lot of your time today, but I did want you to know how much I do appreciate you!

How do you call and THANK a “BORDER BUSTER” friend or family?

“Hey _____, Are you busy? I was just calling today to tell you “thank you”! You have been such an awesome friend and support to me, in my journey with Arbonne. I cannot tell you how much it means to me to have people like you on my side in life! YOU are the reason that I (got started, believed that I could do this, or have the connection that I do that has helped my business!) Thank you, if there is ever anything I can do to help you, please let me know. I would love to repay the favor someday. You are a dear person to me and I just wanted you to know that TODAY, because we don’t hear that enough in this world today!!
Develop Your Contact List

The average adult has met 2000 people by the age of 21. One of the biggest keys to success is to develop your contact list to at least 100 people. This list should always grow, every time you perform a presentation add all of the guests to your contact list. People you meet throughout the day should be added to your contact list.

Use this memory jogger to help you develop your 100 person contact list. Another idea is to use the yellow pages of the phone book to jog your memory. As you flip through each section of the phone book, ask yourself two questions:

1. Who do I know who is a _____________________?
2. Who do I know who knows a ________________?

Do not prejudge! The people you think will not be interested are often the ones who will be! The people you think will be interested are often the ones who won’t be. You are looking to meet the people THEY know!

<table>
<thead>
<tr>
<th>Family</th>
<th>Organizations</th>
<th>Athletic Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mom and Dad</td>
<td>Church</td>
<td>Fitness Center</td>
</tr>
<tr>
<td>Sisters and Brothers</td>
<td>Lodges</td>
<td>Bowling Leagues</td>
</tr>
<tr>
<td>Children</td>
<td>Schools/College</td>
<td>Concession Stands</td>
</tr>
<tr>
<td>Nieces and Nephews</td>
<td>Community Groups</td>
<td>Bicycling</td>
</tr>
<tr>
<td>Aunts and Uncles</td>
<td>Health</td>
<td>Camping</td>
</tr>
<tr>
<td>Cousins</td>
<td>Political</td>
<td>Baseball Games</td>
</tr>
<tr>
<td>In-laws</td>
<td></td>
<td>Tennis Matches</td>
</tr>
<tr>
<td>Grandparents</td>
<td></td>
<td>Hiking</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Martial Arts</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Weightlifting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Golf Course Staff</td>
</tr>
<tr>
<td>Holiday Friends</td>
<td>Friends</td>
<td>School Contacts</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>Birthday List</td>
<td>Close friends and their friends</td>
<td>Teachers</td>
</tr>
<tr>
<td>Christmas List</td>
<td>School/college buddies</td>
<td>Principals</td>
</tr>
<tr>
<td>Personal Phone List</td>
<td>Neighbors</td>
<td>Associates</td>
</tr>
<tr>
<td></td>
<td>Former neighbors</td>
<td>Coaches</td>
</tr>
<tr>
<td></td>
<td>Workmates</td>
<td>School aides</td>
</tr>
<tr>
<td></td>
<td>Former workmates</td>
<td>Secretary</td>
</tr>
<tr>
<td></td>
<td>Service buddies</td>
<td>PTA</td>
</tr>
<tr>
<td></td>
<td>Acquaintances</td>
<td>Alumni</td>
</tr>
<tr>
<td></td>
<td>Web friends</td>
<td>Parents of children</td>
</tr>
<tr>
<td></td>
<td>Bridesmaids</td>
<td>Sorority/Fraternity Friends</td>
</tr>
<tr>
<td>Recreation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Night Clubs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bars / Bartender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beaches</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupations &amp; Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attorneys</td>
<td>Photographer</td>
<td>Waiter/waitress</td>
</tr>
<tr>
<td>Professor</td>
<td>Interior Decorator</td>
<td>Bus Person</td>
</tr>
<tr>
<td>School Teacher</td>
<td>Artist</td>
<td>Dishwasher</td>
</tr>
<tr>
<td>Students</td>
<td>Graphic Designer</td>
<td>Cook</td>
</tr>
<tr>
<td>Principal</td>
<td>Choreographer</td>
<td>Chef</td>
</tr>
<tr>
<td>Counselor</td>
<td>Musician</td>
<td>Front Desk Clerk</td>
</tr>
<tr>
<td></td>
<td>Director</td>
<td>Driver</td>
</tr>
<tr>
<td>Church</td>
<td>Set Designer</td>
<td>Concierge, Bellboy</td>
</tr>
<tr>
<td>Pastor &amp; Wife</td>
<td>Filmmaker</td>
<td>Sales/Catering</td>
</tr>
<tr>
<td>Members</td>
<td>Videographer</td>
<td>Fast Food Employee</td>
</tr>
<tr>
<td>Staff</td>
<td>Actor</td>
<td>Housekeeper</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Baker</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Banquet Coordinator</td>
</tr>
<tr>
<td>Government/ City Employees</td>
<td>Banking</td>
<td>Health</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------</td>
<td>--------</td>
</tr>
<tr>
<td>Fireman</td>
<td>Bank Teller</td>
<td>Nutritionist</td>
</tr>
<tr>
<td>Policeman</td>
<td>Loan Officer</td>
<td>Personal Trainer</td>
</tr>
<tr>
<td>Armed Forces</td>
<td>Mortgage Officer</td>
<td>Massage Therapist</td>
</tr>
<tr>
<td>Postal Carrier</td>
<td>Financial Planner</td>
<td>Health Club Employees</td>
</tr>
<tr>
<td>DMV</td>
<td>Accountant/CPA</td>
<td>Aerobics Instructor</td>
</tr>
<tr>
<td>Forest Ranger</td>
<td>Stock Broker</td>
<td>Herbologist</td>
</tr>
<tr>
<td>Librarian</td>
<td>Investment Banker</td>
<td>Aerobics instructor</td>
</tr>
<tr>
<td>Elected Officials</td>
<td>Escrow Officer</td>
<td>-</td>
</tr>
<tr>
<td>Chamber of Commerce</td>
<td>Title Insurance Agent</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Bookkeeper</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transportation</th>
<th>Business Professional</th>
<th>Construction/Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline Pilot</td>
<td>Entrepreneur</td>
<td>General Contractor</td>
</tr>
<tr>
<td>Flight Attendant</td>
<td>Business Owner</td>
<td>Landscaper</td>
</tr>
<tr>
<td>Cab Driver</td>
<td>Executives</td>
<td>Land Developer</td>
</tr>
<tr>
<td>Bus Driver</td>
<td>Office Managers</td>
<td>Property Manager</td>
</tr>
<tr>
<td>Travel Agent</td>
<td>Trainers</td>
<td>Landlord</td>
</tr>
<tr>
<td>Mechanic</td>
<td>Attorney</td>
<td>Electrician</td>
</tr>
<tr>
<td>Baggage Handler</td>
<td>Psychiatrist</td>
<td>Appraiser</td>
</tr>
<tr>
<td>Ticket Counter Sales</td>
<td>Psychologist</td>
<td>Architect</td>
</tr>
<tr>
<td>Truck Driver</td>
<td>Personnel Director</td>
<td>Exterminator</td>
</tr>
<tr>
<td>Sales</td>
<td>Medical/Dental</td>
<td>Miscellaneous</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Real Estate</td>
<td>Doctor</td>
<td>Secretary</td>
</tr>
<tr>
<td>Insurance</td>
<td>Chiropractor</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Retail</td>
<td>Optician</td>
<td>Janitor</td>
</tr>
<tr>
<td><strong>Beauty</strong></td>
<td>Nurse</td>
<td>Housewife</td>
</tr>
<tr>
<td>Hairdresser</td>
<td>Dentist/Hygienist</td>
<td>Nanny</td>
</tr>
<tr>
<td>Barber</td>
<td>Orthodontist</td>
<td>Babysitter</td>
</tr>
<tr>
<td>Cosmetologist</td>
<td>Physical Therapist</td>
<td>Housekeeper</td>
</tr>
<tr>
<td>Manicurist</td>
<td>X-Ray Technician</td>
<td>Factory worker</td>
</tr>
<tr>
<td>Aesthetician</td>
<td>Veterinarian</td>
<td>Plumber</td>
</tr>
<tr>
<td></td>
<td>Paramedic</td>
<td>Bingo Caller</td>
</tr>
<tr>
<td></td>
<td>Ambulance Driver</td>
<td>Chat Buddies</td>
</tr>
<tr>
<td></td>
<td>Administrator</td>
<td></td>
</tr>
<tr>
<td>Doctor/Dentist</td>
<td>Homeowner</td>
<td>Housekeeper</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Nurse</td>
<td>Landlord</td>
<td>Shoe Repair</td>
</tr>
<tr>
<td>Chiropractor</td>
<td>Association</td>
<td>Clerks</td>
</tr>
<tr>
<td>Service Station</td>
<td>Veterinarian</td>
<td>Contractor</td>
</tr>
<tr>
<td>Postal Delivery</td>
<td>Handyman</td>
<td>Roofer</td>
</tr>
<tr>
<td>Broker</td>
<td>Travel Agent</td>
<td>Health Food Clerk</td>
</tr>
<tr>
<td>Accountant</td>
<td>Florist</td>
<td>Health Club Associate</td>
</tr>
<tr>
<td>Financial Planner</td>
<td>Gardener</td>
<td>Masseuse</td>
</tr>
<tr>
<td>Bank</td>
<td>Manicurist</td>
<td>Pharmacist</td>
</tr>
<tr>
<td>Mortgage Broker</td>
<td>Hairstylist</td>
<td>Cab Driver</td>
</tr>
<tr>
<td>Grocery Store Clerk</td>
<td>Waiter/Waitress</td>
<td>Drycleaner</td>
</tr>
<tr>
<td>Insurance Agent</td>
<td>Auto Repairman</td>
<td>Childcare</td>
</tr>
<tr>
<td>Antique Dealer</td>
<td>Carpet Cleaner</td>
<td>Engraver</td>
</tr>
<tr>
<td>Florist</td>
<td>Movie Rental Staff</td>
<td>Notary</td>
</tr>
<tr>
<td>Personal Trainer</td>
<td>Wedding Coordinator</td>
<td>Seamstress/Tailor</td>
</tr>
<tr>
<td>Photographer</td>
<td>Piano Instructor</td>
<td>Tanning Salon Staff</td>
</tr>
</tbody>
</table>
Your 30 Second Arbonne Story

When introducing your journey with Arbonne at a presentation use the following format:

Tell in a few sentences:

1. Who told me about Arbonne
2. What were my hesitations if any?
3. How did I overcome those objections?
4. Why I decided to get started.
5. When I am going to hit my goals.

Then close your story with the following statement:

“I am going to the top of this business and I am looking for two people to attach to my hip, to teach and train to do what I do.”

For example:

My good friend Tammy Clinton introduced me to Arbonne. I wanted to be supportive of my friend, but I did not see the business side of Arbonne as a fit for me. I thought to be successful at something like Arbonne you had to fit a certain mold. You had to have experience in sales, you had to know about make-up and you did not have a need to make a “real income”. Over time, I witnessed Tammy’s success and decided to research this opportunity for myself, I found that there were all types of people doing Arbonne, that it truly is for anyone who wanted to change their life. I also reviewed the compensation summary and found that you really could make money doing something you enjoy and I also found that Arbonne’s training provides everything you need to be successful. I decided to get started because I still had dreams I wanted to fulfill for my family. I am going to be at the top of this company by Christmas this year and I am looking for two people to attach to my hip, to teach and train to do what I do.