

WORDBOARD MESSAGES TO SAVE IN KEYBOARD
(Create Folders to Stay Organized)

IMPORTANT → **BLUE** writing is the actual message to send.

Red writing is for your information to use during follow up, but do not add into the clients text message!

ENTER THE FOLLOWING AND TITLE THEM AS FOLLOWS IN YOUR WORDBOARD

- 1. NEW LEAD**
- 2. AFTER WELLNESS PROFILE/ RESPOND W FFF**
- 3. TO GET STARTED/ 3 DAY**
- 4. COLLECT VENMO/ CASH PAYMENT**
- 5. DOWNLOAD TELEGRAM**
- 6. INVITE TO HEALTHHUB**
- 7. FOLLOW UP /3 DAY TRIAL**
- 8. FOLLOW UP AFTER 3 DAY / OR 1-60 (SEPERATE FOLDER)**
- 9. COMPLETE RETAIL ORDER**
- 10. PREFERRED MEMBER INSTRUCTIONS**

1. NEW LEAD: IN PERSON/ OVER PHONE/SOCIAL MEDIA

QUICK CONNECTION -ALWAYS “GET” CONTACT #, SEND YOUR WELLNESS PROFILE LINK TO YOUR GOHERBALIFE

IN PERSON (Make Notes If You Have Time)-

Tell me more about your goals?

What are you looking to accomplish?

Tell me more about your Why?

FFF- Super Important!!!

SOCIAL MEDIA/TEXT -SOMEONE IS INTERESTED

“Hi __, this is __. I would love to share more with you about how to get a new result!

Can you share more about your goals with me?

2. AFTER WELLNESS PROFILE/ OR ANSWER QUESTIONS IS COMPLETE/ OR IF THEY TYPED OUT THEIR GOALS -REVIEW AND RESPOND WITH FFF

“FEEL FELT FOUND...”. -You can leave a voice message using facebook/ instagram DM/ or text message -It is powerful for them to hear the connection in your voice.

Once they respond to the questions, be relatable & be present with them in whatever they've struggled with in their response to you. Always be positive you can help them using the "FEEL FELT FOUND verbiage,

*"I've been there, I know how you **feel** trying to (lose weight/ maintain weight) and just feeling lost, I **felt** the same way! What I **found** was having a coach / mentor just tell me what to do, and guide me along the way changed everything!"*

INSTANTLY after sending your FEEL FELT FOUND response, send "To get started ..." below paragraph via text or voice message and include the pictures of the 4 packages & 3 day challenge picture as well. Do not wait for a response from them after sending feel felt found go right into next steps

3. TO GET STARTED

First send pic of the 4 programs- Find in Unit 10 in Success Hub- Then send message below! These are my 4 options, but before you make any 30 day commitments I start all my customers with a 3 day challenge it's \$25. It's an introduction to what I do with my clients for 3 days. I include a mini meal plan, snack list, accountability, weigh ins & a private chat. The intention is to lose 1lb in just 3 days while feeling amazing! Starting this way makes sure this is something you really want to do. During the 3 day challenge I highly suggest you focus on committing to the Silver package. It is the same exact thing you'll be doing during your 3 day challenge, shakes & our total control tablets. The silver package is a 30 day supply of a 3 day challenge, so focus on committing to that package. Think about it like this, If I can help you lose 1lbs in 3 days over the course of 30 days you could lose 10lbs... since you're losing 1lb every 3 days! This is a "CHALLENGE" so we like to make it fun! So If you lose 1lb you get \$10 towards any program!!! Instead of paying \$150 for the BRONZE package you pay \$140! Instead of paying \$200 for the SILVER package you pay \$190, so are you in!? *Send the picture of the 3 day challenge NOW (SEE UNIT 10 IN SUCCESS HUB -3 DAY CHALLENGE FOR PIC)

IN PERSON- AFTER WELLNESS PROFILE IS COMPLETE- REVIEW AND RESPOND WITH *FFF AND THEN YOU CAN SHOW THEM THE PICTURE W THE 4 PROGRAMS (KEEP IN YOUR PHOTOS ON YOUR PHONE TO SHARE/SHOW) AND USE THE VERBIAGE ABOVE TO INTRODUCE THEM TO YOUR 3 DAY CHALLENGE FIRST!

4. ONCE THEY COMMIT- SEND VENMO/OR CASH LINK TO COLLECT \$25

Save YOUR link to your wordboard!

5. ASK TO DOWNLOAD TELEGRAM

Now you'll download & set up the free app telegram, you will love it! We will do all of our communicating through there as well as sending me your starting and weekly weigh ins, measurements and before pics. Pics should be front, back and side in either a swimsuit or a sports bra and leggings or fitted shorts. These pics will be confidential!

Make sure you have their contact # in your phone and prompt them to set up right away

6. INVITE TO HEALTH HUB (FACEBOOK GROUP)

7. FOLLOW UP (3 DAY CHALLENGE)

Choose Day 1 with them and Ask- What day is best to start your challenge?

After committing to start day do the following. Mark Day 1-3 in your day planner, Send them Mini Meal Plan & Snack list, Send how to take pics/ measurements (see unit 10)

Send share the following message- *Per person you refer to me that also gets started on a 3 day challenge you get \$5 back towards any 30 day program so share with a few friends around you that you're starting your 3 day challenge and see if they want to join you! Just send me their info and ill reach out and do the exact same thing I just did with you, with them!*

Day 1-How did you make your shake?

How would you rate your energy level? On a scale of 1-10. 1 being I need a nap - 10 being I feel incredible!
How many times a day are you taking your tablets?

Day 2- "Happy Day 2!! How do you feel today vs before you started? To remind you here are the 4 packages & all the healthy meal flavors, most of my customers know by now that they want to continue. So out of the 4 packages which one are you wanting to continue with? **Send them the pic of the F1 Flavors and the 4 packages again,(Unit 10 Success Hub)** If they are asking a lot of questions about pricing you can share with them "After your first 30 days on the products you will have the option to become a VIP client and get a 20- 40% discount going forward on your products *Additional questions... explain that all of the packages are sold individually but we put them in the packages to make it easier. So everything can be sold "a la carte" if needed.

Day 3- Upgrade Day if they have not already!

Happy Day 3, I know you are feeling so good and you are doing amazing. Let's make sure we get you going so you do not skip a beat on your journey! Are you ready for the next step?

8. FOLLOW UP (DAY 1-60/ OR DAY 4 AND BEYOND AFTER 3 DAY CHALLENGE)

Day 1:

How did you make your shake?

How would you rate your energy level? On a scale of 1-10. 1 being I need a nap - 10 being I feel incredible! How many times a day are you taking your tablets or drinking your tea & aloe?

****Review their original goals, and encourage them / send motivational youtube clip or picture**

Day 4:

How do you feel today compared to before you started?

What is your favorite thing so far about starting your meal plan & products?

Congratulate them on their results and give them a shout out in the Health Hub Facebook Group! **Get day 4 results + Make sure you send them On the Go Snack List and Meal Plan Builder document found in Success Hub Unit 10.

Day 7:

How is your energy level? On a scale of 1-10.

What is your favorite snack so far?

Do you have any questions for me?

Day 14:

Who has started to notice a difference in you since starting?! (this will prompt a referral)

How are your clothes fitting!?

Ask how much weight/inches they have lost

Any questions about your snacks / meals? Questions about products?!

**Introduce a targeted product specific to their needs

Review their Wellness profile or goals and affirm they will hit their goal.

Day 19:

Tell me what your favorite snacks are this far?

If they have not yet become a preferred member now is the time to ask- Below

It's been just over 2 weeks and now is the time to reorder so you don't run out! It's important you stay consistent..

What flavors do you think you will try next?

I am super excited to help you become a VIP client at this point too! Just to review, you will get a 20% discount, there is no monthly min purchase, no autoship, you order what you want when you want. Are you ready for the next step!?

Send PM Sign Up Instructions See Step 10

Day 30:

About 30 days in!

Time to update pictures weight/how many inches you've lost so far! Let's create a before and after picture! ** Ask for referrals (names and numbers)

Review basics (trouble shoot) if they are not meeting goals

Ask them if you can do a shoutout on social sharing their results OR simply a picture of them sharing how proud you are of them!

After DAY 30:

Set an expectation they need to check in with you each week on (M or W) sending updated weight or AB picture if at goal weight! Tell clients to put an ongoing weekly reminder in their phone!

Day 60:

About 60 days in! How's your energy level?

Time to update pictures, weight & how many inches you've lost so far. Let's create an updated before and after picture!

9. COMPLETE RETAIL ORDER

-Once they Commit- There are 2 options

Customer Direct -Use Price List Tool In Unit 10 in Success Hub to Find Retail Total (Total up all

suggested retail products (do not use discount column) and then multiply by .15% (Example \$100 x 1.15= \$115)

Now Send Venmo Request for Full Retail Total w Tax/Ship. Collect FIRST, Then Go on to Myherbalife to place their Customer Direct Order. Ask for flavors they want, confirm mailing address, ship out products.

GoHerbalife Website Here is my shopping cart website- (send your link) Send chosen program message below to make sure they shop and get the right products.

Bronze- 1 Formula (select flavor), 1 small Protein Drink Mix, 1 total control

Silver- 2 Formula (select flavor), 1 small Protein Drink Mix, 1 total control

Gold- 2 Formula (select flavor), 1 small Protein Drink Mix, 1 total control, herbal tea, aloe

Platinum-2 Formula (select flavor), 1 small Protein Drink Mix, 1 TC, 1 Tea, 1 Aloe, 2 (7 day)

Prolessa Duos

WHAT ABOUT THE MONEY BACK FOR LOSING 1LB? IF they convert to a program day 2- you will wait until they complete their 3 days to send them \$ back if they lose a lb. If they convert AFTER their 3 days, you will give them \$10 TOWARDS their program.

Goherbalife order- Send Venmo \$10 back AFTER they complete their order

Customer direct- Take the \$10 off if they lost 1 lb.

10. PREFERRED MEMBER INSTRUCTIONS

Here are the instructions on how to get registered as a Preferred Member so you can order products at wholesale directly from the manufacturer.

It is a 1 time fee of \$40. There is no minimum order or auto ship so feel free to order whenever you want. Once you get registered, you will have access to everything you need!

Here is how to get registered:

1) Go to www.myherbalife.com

2) Click Apply Online

3) Create account

4) It will ask for sponsors ID# and first 3 letters of my last name.

(PLUG IN YOUR DISTRIBUTOR # & FIRST 3 LETTERS OF YOUR LAST NAME)

5) Purchase Member Kit \$34.99

6) You are all set!

Let me know once you have completed these steps and I can go over next steps.