

**Questions to Ask to find out more info on each invite or referral that walk in the door!
DO YOUR DUE DILIGENCE to find the correct coach!!**

ALWAYS ASK!!

Hi have you been in before, and how did you hear about us?

1. **Google, Yelp, Facebook** - 1/2 off & GOES TO PARTNER on shift!
2. **Invite -**
They have it- Check initials & match coach- Take photo and place in 1/2 off group
They say they have one BUT they DONT have invite with them-
If they have it in the car ask to go get it for code to get 1/2 off. OR hand them a menu and point to the store #, ask them very kindly to just call and give the code when they get back to the office, bc we track all of this. If they do not call then we have to check them out with who is on shift. Bottom line is if they are sitting there and we tell them "sorry you cant do the 1/2 off today bc they do not have it, then the Yelp person is right next to them and they DO get their 1/2 off, this would upset them.
(MAKE SURE YOU DO YOUR BEST TO TELL THEM TO BRING FLYER)
3. **Walk In-**
Friend or Co worker comes in- Ask WHO? YOU LOOK UP FRIEND TO FIND COACH!
They saw the sign or drive by- GOES TO PARTNER on shift.
4. **Call Ahead Carry out order- (you DO NOT need to ask for everyones names and #s)**
Document whole sale under **ONLY** the persons name that is picking up .
These bowls DO NOT QUALIFY for 1/2 offs, Bc they are not present.
The person picking up can have theirs at 1/2 off only if they have never been in.
5. **Call Ahead- Eat In!**
These should be documented with the person ON SHIFT at the time they eat in! You can **honor 1/2 off for those present** if it's 1st time.
STILL Following the Qs above to find out how they heard about the club, when they come in for their service or event. If they heard about it from a friend that has been in
(do your due diligence and look their referral up before documenting!!!
6. **Coach is picking up services to take to a business (Satellite club)**
* 2 things can happen-
 1. **Upon club owners approval, coach can have their own product their and use as their satellite club- Meaning the coach taking the service can come in early and USE THEIR OWN SUPPLY, and give whatever discount they would like, they can also document all names on order with their code. (fees to pay to club apply)**
 2. **If coach is using club or other partner products to service a business, that coach pays full price for all services, takes their invites and need to encourage each person to come back in with that coupon to get a 1/2 off. (we capture info then)**

*Bottom line is person needs to be present to receive a discount.

I believe 100% in GOOD Karma, what goes around comes around. This is a TEAM and we all must feel supported by each and every person who is representing all of us behind the counter. Thank you!