

Retail Phone Script

- Hi, may I speak to *(their name)*?
- Hi, *(their name)*? My name is *(your name)*? I'm calling you back in regards to your Weight Loss inquiry'.

If they ask questions, Do not answer at this time - tell them "I will answer all your questions but first I need to ask you some questions" then move on quickly!

- May I ask you which paper you saw our ad in... OR... May I ask where you saw our ad ?
- I'm assuming you want to lose weight... how much weight do you think you need to lose?
- Have you tried anything else before to lose your weight?
- Why didn't it work for you?
- Is there any special reason why you want to lose weight?
- Do you have any health problems?

(At this stage you will find your prospect will tell you why they have gained weight, i.e. been traveling, had a baby, under stress, etc..... Remember, NEVER interrupt your customer when they are talking, LISTEN, they will tell you every reason why they need these products..... Selling ain't telling, it's LISTENING! And make sure you take notes whilst they are talking!)

- Do you think you are a slight, medium or heavy build?

(WRITE ANSWER DOWN THEN REFER TO WEIGHT / HEIGHT GUIDE)

- O.K. *(their name)* now I know a little about you, let me tell you WHO WE ARE and what we do.

- **We use a range of products call Thermojetics (Manufactured by Herbalife International).**
- **Have you heard of the Company, or used any of our products or Programs before.**

(If they say NO continue)

(If they say YES. Ask what do you know about us?? Regardless of what they say respond with "Ok let me give you some facts" Read on below)

- **We are the number 1 Weight Loss Company in the world with over 23 years experience.**
- **Our Products are available in 58 countries**
- **We have over 40 MILLION documented testimonies**
- **Our Programs are completely safe and are SUITABLE for men, women and children.**
- **You don't need to COUNT CALORIES... go to any consultations... or starve yourself... ACTUALLY, you can eat your favourite foods.**
- **We have people who call us to lose over 50 kilos, and some who only want to lose 5 kilos, so I'm sure we will be able to help you.**
- **The PROGRAMS to CHOOSE from are based on 3 things:**
 - **How much weight you want to lose**
 - **How fast you want to lose it**
 - **Your budget**

(Insert your testimonial HERE & explain program you use)

OK (their name) Our Company is only interested in Helping people who are serious about losing their weight... so before I continue I need to know how serious you are about losing your weight!!!

- Ok! Now I'll go through our 3 Programs with you.

1. #1 QuickStart

This program not only helps you to lose your weight, but also cleanses, controls your appetite & cravings, blocks fat intake, converts fat into energy, & reduces water retention. It includes our easy-to-make, delicious meal replacement which is literally a 'pure food' that supplies two of your meals a day, it comes in three delicious flavours, French Vanilla, Dutch Chocolate & Berry. You can mix it with anything you like the taste of, whether it is soymilk, ricemilk, oatmilk, any flavour juice, even mix it into yoghurt & eat it, and lots more. I will include a Recipe sheet for you. Although I find that soymilk is the best option for appetite control. You also get vitamin & mineral supplements... one that is targeted for inches & cellulite... a fat blocker & an energy supplement. And the best part is that you will still be able to eat your normal main meal.

This program breaks down to only \$3.10 per meal or \$6.20 per day. For a 30 day Program the cost is only \$186.00. Which is cheaper than the food you are probably currently eating for lunch right now... A sandwich and a drink these days is at least \$7, and a cappuccino is \$3.00, so you can see how easily you can save money whilst losing your weight.

2. Our next programme is called the Advanced Programme

This programme works on you 24hrs. /day. It includes everything in the Quickstart program plus an extra product called Thermojetics Beverage.

Thermo is a tea/beverage and you drink it instead of tea/coffee. It helps to convert unused fats and calories into energy and burns it off through your body's natural heat process. So you would expect to notice more efficient inch loss as well as weight loss. You also have an incredible energy increase. The more you drink the more you shrink!

This program breaks down to only \$4.20 per meal or only \$252 for a 30-day programme.

3. ULTIMATE PROGRAMME

Our top programme is called The Ultimate Programme, which gives you Ultimate weight and health results, it does it all for you! It burns & blocks fat 24 hours a day, speeds up your metabolism and completely controls your appetite. The best part is that this programme takes care of those stubborn inches around your thighs, hips and stomach. The programme is the same as the advanced programme, but contains two extra products, Herbal Aloe Vera Juice which is very cleansing and healing internally, it's like having a shower on the inside, it speeds up weight loss, and also helps with efficient digestion & evacuation. The other product is called Flora-Fibre which is good for intestinal cleansing, it is like a million little brooms cleansing your intestinal tract, and then it also replaces the good bacteria in your gut, which improves digestion, stops bloating and also makes evacuation more efficient, making weight loss easier. The ultimate programme will help you lose your weight up to 40% faster. This is the Program I used and it really is the fastest!

This program breaks down to only \$5.45 per meal or \$327 for a 30-day programme.

- Now, (prospect) which programme do you think sounds like you?

- Once you receive your programme we get you to give us a call so we can personalize your programme and explain exactly how to use it. We also have a personalized follow-up service and speak with you at least once a week to make sure you are using the products properly and getting the results you want once & for all. Although, you can call anytime with any questions on our direct number.
- What Flavor would you prefer?
- Great! Lets get Started
- We accept all major credit cards
- How would you like to pay?

(If they say they don't have a credit card then Answer "Not a Problem we'll send it out to you COD through Australia Post" that means you receive a card in the mail, you take that card to the Post Office Mentioned on the back of the card, you then pay the Post Office Cash or EFTPOS")

- *Credit card type - (Visa, M/C, Bankcard)*
- *Name on card -*
- *Card Number -*
- *Expiry -*
- *Is the delivery address the same as your home address (if not write down new address)*
- Delivery will normally be overnight for Credit Card payments or 2-3 days for COD's.
- Please note everyone who Starts one of our Programs receives a FREE Customer Kit, which includes tablet box, shakers & accessories that will help you use the

programme easily. As a customer of ours you are also eligible to receive 10% BONUS DOLLARS, which is offset against your next purchase, for every "Customer" referred back to us.

- **Now (their name)? You should receive your Program (Day e.g. - Tuesday Next Week) My direct number will be on the labels of the bottles, so call me when you have a quiet moment and I'll get you started and answer any questions you may have. If for any reason you get an answer service, leave your details, but I'm probably just on the other phone. If I haven't heard from you I'll give you a call.**
- **Look forward to talking to you then. Bye**

THIS IS WHERE OUR REAL JOB BEGINS!!!! FOLLOW UP IS CRUTIAL!

*WITH GOOD FOLLOW-UP YOUR CUSTOMER WILL REMAIN ON THE PROGRAMME FOR THE AMOUNT OF MONTHS YOU HAVE STATED IT WILL TAKE THEM TO LOSE THEIR WEIGHT. ALSO, I FOCUS THEM ON THE NUTRITIONAL BENEFITS THEY ARE GETTING AS I AM FOLLOWING THEM UP, AND GET THEM TO REALIZE HOW THEY ARE FEELING..... THIS WILL ENSURE THEY WILL BECOME LONG TERM CUSTOMERS WITH YOU, AND EVEN IF THEY STOP ONCE THEY HAVE LOST THEIR WEIGHT, WITH GOOD FOLLOW-UP AND GOOD SERVICE, AND PROVIDING MONTHLY NEWSLETTERS COMMUNICATIONS AND SPECIAL OFFERS FROM TIME TO TIME, THEY WILL ALWAYS COME BACK TO YOU ***** AND THEY WILL!!!!*

POSSIBLE QUESTIONS

Q. Will I put the weight back on after I go off the Program / Do I have to stay on this for the rest of my life?

A. Unlike most other Weight Loss Programs, this Program will be retraining your current eating habits to crave and eat less food; once you go off the program your weight will stabilize so you won't put the weight back on.

Q. Do I have to spend that much money every month?

A. Actually, you never have to spend that much at once again. The products run out at different times so that reordering is more like food shopping. You just give me a call as you start to get low on specific products.

Q. Does this program interfere with any medication that I'm on?

A. No. These are food supplements, which means if you can eat food then you can take our products.

I'll Think About IT!!

What to say when we here those 4 dreaded words!

That's great!

I have to tell you though; It's been my experience that when someone says they'll think about it they won't call back.

(Pause sometimes they admit your right and explain the real reason)

Lots of times the program just isn't affordable at this time and many people prefer to go on my mailing list in case they are interested in the future.

The reason I'm telling you all of this is because you've already taken the 3 hardest steps

- You decided to take action

- **You've Contacted me about the program**
- **You've told me you're serious about losing weight**
- **Your last step is really the easiest just decide if you're worth it? I hope I've helped.**

RETAIL ENQUIRY RECORD SHEET

ENQUIRED: Day: _____ Date: _____ Time: _____

NAME: _____

ADDRESS: _____

P/code: _____

DAY PH: _____ NIGHT

PH: _____

MOB: _____ WHICH NEWSPAPER

AD: _____

- THINKS NEED TO LOSE _____ KG.
- HEIGHT: _____
- CURRENT WEIGHT: _____ KG
- FRAME (circle): SLIGHT MEDIUM HEAVY
- ACTUALLY NEEDS TO LOSE: _____ KG (*based on our chart*)
- GOAL WT.: _____ KG
- ULTIMATE GOAL: _____ KG
- TIME FRAME: _____ (Based On 5kg / Mth)

ANY SPECIAL REASON FOR LOSING

WEIGHT?: _____

TRIED ANYTHING

BEFORE?: _____

ANY CONCERNS / NOTES / DETAILS:

PRODUCTS ORDERED:

DELIVERY INSTRUCTION:

DATE DESPATCHED: _____

SENT VIA:

PREFERRED PAYMENT METHOD:

PAYMENT METHOD: Cash Cheque COD Aust Post
 Credit Card

NAME APPEARS ON CARD:

CARD NUMBER:

EXP DATE:

* INFO LETTER: YES NO *DATE INFORMATION
SENT: _____

* ADDITIONAL INFO. SENT:

* DATE ENTERED INTO DATABASE: _____ * SPOKE TO:

IDEAL WEIGHT GUIDE

This is a guide only, as some people could never see themselves at their ideal weight (based on their own perceptions/or low self image). They may have their own “goal weight” and the recommended ones below used as an

WOMEN

MEN

<i>CM</i>	<i>FT</i>	<i>LBS</i>	<i>KGS</i>
152.5	5 ft	100	45
155	5 ft 1 in	105	47
157.5	5 ft 2 in	110	49
160	5 ft 3 in	115	51
162.5	5 ft 4 in	120	53
165	5 ft 5 in	125	55.5
167.5	5 ft 6 in	130	58
170	5 ft 7 in	135	60
172.5	5 ft 8 in	140	62
175	5 ft 9 in	145	64.5
177.5	5 ft 10 in	150	66.5
180	5 ft 11 in	155	69
182.5	6 ft	160	71

<i>CM</i>	<i>FT</i>	<i>LBS</i>	<i>KGS</i>
152.5	5 ft	112.5	50
155	5 ft 1 in	117	52
157.5	5 ft 2 in	121.5	54
160	5 ft 3 in	126	56
162.5	5 ft 4 in	130.5	58
165	5 ft 5 in	136	60.5
167.5	5 ft 6 in	142	63
170	5 ft 7 in	146	65
172.5	5 ft 8 in	151	67
175	5 ft 9 in	156	69.5
177.5	5 ft 10 in	161	71.5
180	5 ft 11 in	167	74
182.5	6 ft	171	76

* Weight calculated on average frames and ideal body weight.

Add + 5kgs (10lbs) for a **heavier** frame.

Subtract – 5kgs (10lbs) for a **slight** frame.