

EFFECTIVE CUSTOMER CARE CALLS



When it comes to booking and holding shows and sponsoring new team members, the more people you approach, the more shows you will book and the more people you will sponsor. The sooner you start, the sooner you will get results. Your next new team member could be sitting right in your customer file. The only way to find out is to approach everyone and give that person the same chance someone offered you.

Your belief is so important to. As you make Customer Care calls, EXPECT to book shows and set up opportunity appointments. You have so much to offer!

HOW TO TURN A CUSTOMER CARE CALL INTO A SHOW BOOKING

"Hi Lisa, this is Linda, your L'BRI Consultant. I am checking in with you today as I promised to see how you are enjoying the products so far."

Address whatever her skin condition was when she purchased from you. Dry, oily, clogged pores, etc.

"I know you were having issues with dry, tight skin and flakiness. Is that improving for you?"

Discuss how the products are working for her and make recommendations when necessary.

"I am so happy to hear that you are enjoying the skin care products so far and that they are working well for you. L'BRI has many other wonderful products that I know you will love once you try them. I would love to be able to help you receive hundreds of dollars of additional L'BRI products practically for free just like your friend Heather did when she hosted her L'BRI show."

Or, if she purchased products from you through a one-on-one appointment or facial continue, with:

"I would love to be able to help you receive hundreds of dollars of additional product practically for free when you host your own L'BRI show."

"I'm sure you have many friends who would benefit from our natural aloe vera based products and would enjoy learning about L'BRI. How about we go ahead and set up a show for you. Do you prefer the beginning of the week or the end of the week?" Or,

“What day of the week is best for you?” Or, “I have Thursday evening the 18th available or Tuesday the 23rd. Which one of those days works best for you?”

Ask for the appointment - DO NOT ASK – “Would you be interested?” Or, “Do you think you’d like to hold a show?”

Another approach would be the “can you help me out approach.” -

“You know Lisa, so many of your friends would benefit from L’BRI’s amazing skin care that this year I’m really focused on expanding in your area and I was hoping you might be able to help me out by hosting your own L’BRI show and introducing me to some of your friends. When you host a small get-together, I will help you receive hundreds of dollars of L’BRI products practically for free and I know you will love them all. I would so appreciate you helping me get the word out about L’BRI.

“What day of the week would be best for you? Would you prefer the beginning of the week or the end of the week?” Or, “I have Thursday evening the 18th available or Tuesday the 23rd. Which one of those days works best for you?”

HOW TO TURN A CUSTOMER CARE CALL INTO AN OPPORTUNITY APPOINTMENT

As you go about connecting with your customers, there are many people you may not have offered the opportunity to for one reason or another. If you haven’t done so already, DECIDE right now that you are going to offer the opportunity to EVERYONE. Don’t judge as to whether you think a person may be interested or not. You will never know for sure if someone may have an interest in hearing more about the opportunity unless you ask.

Your best opportunity prospects are the ones who tell you they love the product and that they are seeing a difference in their skin.

Simply ask them by starting out with: “Heather, I’m so thrilled that you love the products and that they are working so well for you. That is one of the reasons why I decided to become a L’BRI Consultant because I love the products and I wanted to share them with everyone. I believe everyone deserves to use the best, and L’BRI is the best!”

“I would love to share more information about our amazing L’BRI opportunity with you. I think you would enjoy being a Consultant and I think you would be super! **I am so thankful that someone cared enough about me to share L’BRI with me.** It has made such an amazing difference in my life and the extra income has really come in handy. Of course, I don’t know for sure if L’BRI is right for you or not, but I would love to give you more information so you can best decide for yourself. If, for some reason, you decide L’BRI isn’t right for you at this time, nothing changes between us. I will still be your L’BRI Consultant and will be happy to service you and your skin care needs. When would be a good time for us to get together to talk for a little bit? Do you prefer the beginning of the week or the end of the week?”

Go for the appointment. DO NOT ASK – “Would you be interested in finding out more?”

If, for any reason, she declines to meet with you, simply say, “I understand. Thank you for being honest with me. L'BRI is enhancing women's lives all around the country, and I am on a mission this year to share our amazing L'BRI opportunity with everyone everywhere.

“Who do you know that could use some additional monthly income?” Or, “Who do you know that may enjoy doing what I'm doing?”

She may know someone that needs extra income or someone who loves makeup or someone who is looking for something to do! Always ask.

Review each call.

What went well? What didn't? Practice makes perfect. The only way you are going to get really good at making effective Customer Care Calls is by practicing.

If you make your prospects feel special, and give them specific reasons why you believe they have what it takes to be successful, and make it clear you are not going to pressure them, you will get your appointments. The more often you pick up the phone, the sooner you will build your team.

Do not take “no's” that you get personally. You will get some “no's” and that is just part of the process. It's no big deal. Every “no” brings you closer to a “yes.” Remember, this is a business call, not a personal call. Any “no's” that you get relate to *your business* not to *you personally*. Pick up the phone and keep going!

Set daily and weekly Customer Care follow-up goals. Set aside time to make these calls. Challenge yourself to keep calling until you reach six people or until you have called for an hour. No calling your mom; voice mail doesn't count; neither does throwing clothes in the dryer. Get focused and stay focused. This is what successful people do to become successful. They stay focused. No matter what the outcome, do it again and again and do it consistently. If you practice and stick with it, you WILL get amazing results!