



# *Customer Care Call Scripts*

As a L'BRI Consultant you want to be committed to contacting your customers after they initially purchase products to be sure they are getting the expected results. By doing this you will enjoy loyal, satisfied, happy customers who will refer you to others, host Shows and may become a L'BRI Consultant on your team.

This set of cards can help you move one conversation to another. A call to check in on product results can lead to booking a Show. Booking a Show can lead to taking a closer look at becoming a L'BRI Consultant. And, practice, practice, practice these scripts over and over. When you practice in private it pays off tremendously in public. A commitment to your L'BRI business will lead to your success!

**TIP: Let customers know that you care about them.**

After they purchase products, let them know, "Amy, you are not just buying L'BRI today, you are also getting personalized customer service with me as your Consultant. I will be checking in with you to make sure your skin is responding well and you are starting to see the results that we talked about. What is the best number to call to reach you? And, what is the best time and day for you?"

## *Product Script*

### Leaving a Customer Care Voicemail

"Hi Amy. This is Carla your L'BRI Consultant. I'm calling to check in with you as I promised. It's very important to me that I know how the skin care treatment is working for you. Please call me as soon as you can! I'm in my office tonight until 8:30. Hope to hear back from you by Thursday!"

**TIP: Give a 3-day window for them to call you back.**

If you don't connect with them by phone after a few attempts, text them or send an email. Don't give up.

## *Product Script*

### When She Answers the Phone...

"Hi Amy, this is Carla your L'BRI Consultant. As promised, I'm checking in with you to see how your skin is responding to the skin care. What have you noticed so far?" (Listen to their response.) Then ask questions:

"Are you adding water to the moisturizer?" (Many times they forget this part!)

"Are you using the skin care consistently, twice a day?"

"Does your skin feel less dry, oily? (Based on her skin condition. Address any issues or questions.)

"I'm so excited to hear that you are loving your skin care products, and when you continue to use the products twice a day your skin will continue to improve! I will be checking in again with you in a few weeks to see how your skin is progressing. I want to make sure you are getting the results that we talked about but, until then, let me ask you a question..."

When she is loving the products, go to the BOOKING SCRIPT card.

## *Booking Script*

### When She is Loving the Products...

"Amy, since you are loving the products so much how about getting some friends together for a girls' beauty night out. When you share the products you love with your family and friends, you can earn lots of L'BRI products for an incredible price. Almost for free! This would only take about an hour and a half, and your friends will be thrilled when they look in the mirror two months from now and see younger, healthier looking skin. What works better for you? A weekend or weeknight?

When she says YES to having a Show, schedule a date no more than three weeks out and coach her to help her have good attendance. Then go to the Sponsoring Script card next! Hostesses are your best sponsoring prospects!

If she has some objections or concerns about having a Show, go to the appropriate HANDLING OBJECTIONS card.

If she says NO to booking a Show, go to the next BOOKING SCRIPT card.

## *Booking Script*

### If She Says No...

If she says NO, ask her to come to one of your self-hosted Shows or have a private pampering/makeover session with you and ask for referrals.

Always ask for referrals. You can say, "Don't keep L'BRI a secret! Who do you know that would enjoy a sample or getting pampered with a free facial and makeover from me?"

**TIP: Have one or two self-hosted Shows a month so you are always able to invite people to attend.**

It is so important and effective to invite anyone who says NO to being a hostess or having a private appointment. They also help you get to know your customers better and build relationships. You can share products that they have never used, give makeovers, have your customers bring guests who are new to L'BRI, get new bookings, sponsor new team members, and have lots of fun!

**NOTE: You may not earn nor give away the Hostess Rewards at these self-hosted events.**

## *Booking Script*

### For New or Relaunching Consultants

**NOTE: \$50 VIP Hostess coupons apply only to new Consultants within their first 45 days.**

"Hi Vicky, it's Carrie! Is this a good time to chat for a minute? You know, I am excited about calling you today to share with you that I'm a new Consultant with L'BRI PURE n' NATURAL. (Or say, "I am relaunching my L'BRI business) and I thought of you right away. Have you heard about L'BRI, the safe and pure aloe-based skin care?"

Regardless of what she says, respond with, "You are someone I would be really comfortable doing one of my first Shows with. And because I am new, I get to treat you to \$50 in FREE L'BRI PRODUCT on top of our incredible shopping spree that I can help you earn! What do you think? (Response) Will a weeknight or a weekend be best for you?"

When she says YES to hosting a Show, set the date preferably in the next 2-3 weeks. You should STILL invite her to one of your Debuts!

If she says NO, go to the next BOOKING SCRIPT card For New or Relaunching Consultants

## *Booking Script*

### For New or Relaunching Consultants

If she says NO to booking a Show, invite her to one of your Debuts...

You can say, "Oh, I understand you can't host a Show right now, however I am hosting a few Debuts for my business and I have a few times for you to choose from... Tuesday May 17th, Saturday May 21st or Sunday May 22nd. Which date will work the best for you? (Response) "Great! I'll reserve a seat for you. I'd love to have you join us. It will be fun with prizes and treats! Bring your sister and mom because that would be even more fun for you. I would love to see them! Please call them to save the date!"

### If She is Unable to Attend One of Your Debuts...

You can say, "Jen, I would be excited to treat you to a personal L'BRI facial and makeover to get your opinion, when can you and I get together?" Proceed to set up a time for a private one-on-one appointment.

### If You Have a Few People Who You Know that ONLY Text, Here is a Suggested Text or Facebook Message...

"Hey Jen, I am so excited!! Did you hear that I am a new Consultant with L'BRI PURE n' NATURAL? How familiar are you with this incredible aloe-based skin care?"

## *Sponsoring Script*

### Inviting to a “Explore the L’BRI Opportunity” Chat...

“Amy, I’m thrilled you are going to be sharing L’BRI with your friends and family this month. I have something else that is exciting to share with you. I teach two things about L’BRI. I share information about our amazing skin care and cosmetics, however I also love sharing our business opportunity! I don’t think I’ve ever shared with you the fun facts about being a L’BRI Consultant!”

Give a sincere compliment. “With your warm personality, everyone wants to be around you!”

“Let’s get together so I can go over a special packet that contains helpful tips so your Show will be successful. I’d also like to give you more information about becoming a Consultant. I don’t know for sure if becoming a L’BRI Consultant would be a fit for you, but at least you will have a much better understanding of what being a L’BRI Consultant is all about. Once you have all the information, you will be able to make the best decision as to whether L’BRI would be a right for you. Or, we may discover that it’s an opportunity for someone you know and care about. I am so thankful that someone cared enough to share the L’BRI income opportunity with me, and I now want to share it with others. Let’s meet at Starbucks. I’ll buy you a cup of coffee and bring you a fun gift! It will be great to get together! Does Tuesday work for you?”

**TIP: The gift can be samples of the Body Wash & Body Butter or a 2oz Hand & Body Lotion.**

If she says NO to getting together to look at the opportunity, go to the next SPONSORING SCRIPT card.



## *Sponsoring Script*

### If She Says NO to Getting Together to Look at the Opportunity, Don't Stop There...

You can say, "Amy, when we meet I promise I will not ask you to join L'BRI, but you owe it to yourself to first know the fun facts and see what our awesome Consultant program is all about. You can then watch what I do at your Show to see how fun and easy it is. You may find you'd like to be a part of L'BRI. And if not, you'll enjoy all the benefits of being one of my favorite hostesses. It's really all up to you. Let's just get together and have a nice time."

If she is still reluctant to meet with you, ask her to watch what you do at her Show and maybe relook at the benefits of being a Consultant after she sees how fun and easy it is to have a Show!

**TIP: At her Show, ask her guests how many of them would help her start by having a Show IF she decided to join! Always show your hostess how much she would have made in profits if she was the Consultant!**

**TIP: If she declines your invitation to join as a Consultant, keep her on a MAYBE LATER LIST! You can say, "Amy, it's okay that L'BRI isn't going to fit in your life right now. Let's keep the door open for a later time. Who knows, it may be something to look at in the future. Most importantly, I will love being your Consultant!"**

## *Sample Follow Up Script*

### Following Up with People You Sampled at a Vendor Event...

"Hi Tammy, this is Ava calling from L'BRI PURE n' NATURAL. I met you at \_\_\_\_\_ and gave you a sample of our skin care. Have you started using the samples yet?" (Response) "How is your skin feeling? Softer/less oily? Are you adding water to the moisturizer?"

"I'm excited to tell you that you have won a facial and makeover along with a 2 oz Hand & Body Lotion! Or, I could treat you and a few friends to a pampering, relaxing girl's night out! Which would be best for you? Would a weekend or weeknight be better?"

**Tip: Share a little about the Show experience. Refer to the appropriate BOOKING SCRIPT card.**

If she says she hasn't started using the samples go to next SAMPLE FOLLOW UP card.

## *Sample Follow Up Script*

### If She Says She Hasn't Started the Samples Yet...

You can say, "Why don't we just get together? I'd love to treat you to a facial and a makeover."

Or, she may need your encouragement and excitement to start using the samples. You can say, "Amy, when do you feel you will be able to start using the skin care sample? (Response) Today is Tuesday. How about I call you on Saturday morning to see how the samples are working for you. I promise, once you feel L'BRI on your skin, even with just a few applications, you will never want to use anything else!"

### Leaving a Voicemail After Giving a Sample...

Hi Leah, this is Carrie with L'BRI PURE n' NATURAL. I met you at the \_\_\_\_\_ event and I'm just checking in with you as I promised! Please call me back by Friday (give her 3 days to call you back) because you won one of our raffles! I'm excited to share with you what you have won and to find out how the samples are working for you! Looking forward to talking with you!

## *Handling Booking Objections*

Don't give up right away when someone says NO to having a Show or appointment with you. Sometimes they just need to have you help them with their concerns. Objections are mainly fears that potential hostesses may have about planning a L'BRI Show.

Remember: Feel... Felt... Found: "I understand how you feel. I have felt the same way. What I found was...."

### *"I Am Too Busy."*

"I sure know how that feels...but what I found is this is exactly why you should have a Show. Having some relaxing time sounds like something you and your friends would really appreciate. Plus, hosting a Show is fun and easy...it takes about an hour. Simple snacks are all you need. I can help you invite your guests, and you don't have to deliver anything! It would be fun and relaxing for you and your friends to have some ME-time."

### *"I Don't Know Enough People."*

"I know how you feel; I felt that way when I first introduced my friends to L'BRI. Here's how I can help with that... I have a fun thing I do with hostesses called FRANKE... F is for friends... tell me 3 friends you would want to invite... R is for relatives... tell me 3 relatives, and so on... Wow, we've already come up with more than enough people to have a great Show. You'll be an awesome hostess. All we need to do now is invite them! What do you think?"

### *"I Never Have Anyone Come to Parties I've Had in the Past."*

"I know how you feel. Some of my best hostesses felt that way too. I found I can really help to invite your guest by creating an E-vite (or invitation/flyer) for you. You can also create a Facebook event, and I can show you how to call everyone to invite them so they will want to come. I promise, all you will need is 8 people there for a super successful Show! It's really about your excitement! If you're excited when you invite your guests; they will be just as excited! Let's give it a try! What do you say?"

## *Handling Booking Objections*

### *"My Friends Have No Money."*

"I know how you feel. Some people are feeling a little financially stressed. You know, one of the things I've found that impresses people about L'BRI is how very affordable it is, and there are products in our line that everyone needs to buy already – like skin care basics, shampoo, body lotion. These are products for the entire family. Each guest can take advantage of our Monthly Product Sale which is \_\_\_\_\_. Plus, I've found that our incredible Hostess Rewards give those who are on a tight budget the opportunity to book their own Show and receive lots of free products too. They may even want to look into being a Consultant to earn some extra money! So, how does saving your friends some money sound?"

### *"I Don't Like Having Parties to Pressure My Friends to Buy."*

"Oh, I know how you feel. I would never want to pressure anyone to buy something they didn't want or need. That's just not my style at all. What I try to do at a L'BRI Show is create a fun, girl-time where your friends can learn how to slow down the aging process with safe, natural skin care. What woman doesn't want that, right? I promise I will pamper your guests, let them try the products and then they can decide if they would like to purchase anything. I know they will have a very nice time and will be glad you introduced them to L'BRI. What do you think?"

### *"My Husband Does Not Like Me to Have Things Like This at My House." or "My House is Too Small." or "I Am Remodeling."*

"Oh, I know how you feel, some of my other hostesses felt that way too. I've found that I can make it super easy on you. We could have the Show at my house, or at a friend's house, or even at a restaurant or club house. You wouldn't have to do any cleaning or prep! Where do you think you could gather a few friends?" (If you are doing Facebook parties, that could be another option.)

*Always smile, be helpful and be confident. You can help change the world one face at a time.*