Arbonne Facial Presentation Script

**What you need to bring:**

8 disposable bowls \*

8 stand up mirrors \*

8 wash cloths or VIVA paper towels \*

8 head bands/ponytail holders \*

8 Guest Profile Cards \*

8 pens

8-10 order forms

8-10 catalogs

8 Preferred Client Arbonne Special Value Packs (ASVP) documents

5 Host Rewards documents

5 Consultant Success Packs/ASVP documents

1 Link to on-line Opportunity Video: http://www.youtube.com/watch?v=N3x-5ef1Irg

5 VP Success Stories

5 Getting Started Checklist documents

1 New Rescue and Renew Scrub

1 Anti-Aging (Regular or Advanced) ASVP

1 Genius Ultra Facial device (optional)

1 CALM sample

3-4 BUT NO MORE of your favorites from the PC Free Product List (i.e. Gelee, Fizzies, Primer)

Protein bars/truffles and tea or fizzies for guests to try

Left/Right game prize (i.e. Re9 sample, mini hand cream or mini foot cream)

Host gift (i.e. give her the NEW Awaken Sea Salt Scrub you brought for her guests to try)

5 Booking Gifts (Re9 samples and Fit Kit samplers)

1 Open Date Card (print out a blank calendar for this month and highlight which dates YOU can

present at a part)

\*\*Put one of each at each place setting\*\*

**Meet and Greet – 30 Minutes MAX**

When guests arrive, meet and greet at kitchen sink with Rescue and Renew Scrub. Break the ice with each guest… no ARBONNING… ask THEM questions about THEMSELVES to built rapport (how do you know the hostess? Do you have kids? Do you work outside the home? Etc.) When they are done at the sink, invite them to grab a drink, look at before and after pictures and to find a seat at the table. **IMPORTANT: Start your presentation within 30 minutes of first person to arrive!**

**Thank you – 3 Minutes**

Thank the hostess, give her the Awaken Sea Salt Scrub in front of everyone, tell her it’s definitely NOT the ONLY freebie she’ll be getting for having the party, but it’s a special freebie from you, the consultant. Be sure to brag on her a bit as well. (How do you know her? What do you LOVE about her? Why did she have this party? What has she done to get everyone together?). Say thanks again and be sure to tell guest they’ll get to hear ALL the benefits of hosting at the **end** of the presentation.

If less than 7 guests: Ask guests to share their name and how then know the hostess.

**Your WHY Story – 5 Minutes**

* Name
* A little about you and your family
* How you were introduced to Arbonne (products and business)
* Why you want to SHARE Arbonne with others
* Any fears/hesitations you had and how you overcame them
* What you intend your Arbonne business will do for you and your family.

**What we’re doing tonight ­– 7 Minutes**

“You’re going to learn about Arbonne’s pure, safe and beneficial products, a little bit about the company and it’s awesome heritage, we’re going to play a little game, and you’re going to get an incredible facial using the world’s number one anti-aging skin care! Then, I promise I’m going to tell you how you can buy these products at the lowest possible price without any strings attached!!!

How many of you have heard of Arbonne? (PAUSE- maybe a couple people have heard of it and will raise their hand)… okay for those who haven’t heard of it, we’re going to play a little game so you can learn a little bit about it and someone is going to win a prize!”

This is a story about Arbonne, it’s history and information about the products so LISTEN

CAREFULLY. As I’m reading this story when I say LEFT, you’ll pass the gift to the left. When I say RIGHT, you’ll pass the gift to the right, and whoever ends up with the gift will get to keep it! READY?! Great! Here we go:

We all want to look younger and be healthier, RIGHT? We all want fewer wrinkles and fine lines, RIGHT? We all want to know how to look our best, RIGHT? And use products that promote health and wellness and are toxin-free, RIGHT? Well then you are in the RIGHT place because I can help you with all of that thanks to Arbonne!

So, what is Arbonne, you may be wondering? Well, let me tell you RIGHT now what we are all

about! The company is named after a town in Switzerland and Arbonne means “beautiful tree or good things from the earth.” There was a man named Petter Morck who LEFT Norway for Switzerland in 1975 to create a skin care line based on herbal and botanical principals that was pure, safe and beneficial for everyone. He knew what other companies put in the products and knew he could do better. He did not think it was RIGHT to put fillers or other harmful ingredients in products that sit RIGHT on your skin. He knew that what a lot of people LEFT on their skin was not the healthiest for them and he wanted to do the RIGHT thing and offer a better solution – a botanically based product that produced results!

If you thought that the skin is the largest organ of the body, you were RIGHT and if you knew that whatever you have LEFT on your skin penetrates it and goes into the bloodstream and affects all of your internal organs in under a minute you’d be RIGHT again! So knowing this, Petter got RIGHT to work and gathered a team of leading biochemists, biologists and herbalist and in 1980, his vision to create a botanically based skin care line that was pure, safe and beneficial was born!

Isn’t it nice to know that Arbonne has done the RIGHT thing with every single product? I can tell you from my personal experience that Arbonne has truly gotten it RIGHT and I feel good knowing I am on the RIGHT track to a healthier body inside and out when I use Arbonne. Just think, what is LEFT on your skin from Arbonne products are beneficial botanical ingredients that deliver antioxidants!

RIGHT in the catalog, Arbonne lists all of the ingredients we LEFT out of our products that are not

good for you including the most common skin care filler – mineral oil – an occlusive petroleum based oil that can interfere with skin functions. In addition, Arbonne has LEFT out animal products and animal byproducts and LEFT out artificial dyes so even people with the most sensitive skin can use Arbonne and everyone’s skin is LEFT feeling hydrated, soft and clean! And, even when you look RIGHT in the mirror, you won’t believe how great your skin looks! And, while it’s now becoming more popular, ever since 1980, Arbonne has never tested on animals and all of our products are formulated without gluten and are certified vegan!

RIGHT in the catalog we also outline what makes our products different. We own all of our proprietary formulations and every Arbonne product is PH correct, hypoallergenic and dermatologist tested! So what are we waiting for? Let’s get started testing these wonderful products RIGHT away!

Congratulations to the person who won! Let her open the gift and try. In the meantime, fill up their bowls with warm water and ask everyone to put on their headbands.

**Facial Time – 20 Minutes**

**Step One: Cleanser –**

* VERY IMPORTANT! Is anyone EXTREMELY sensitive, have rosacea or psoriasis? If so, they use CALM products in place of RE9 products for their facial!

Pass cleanser around the table instructing everyone to use one pump and to add a little bit of water for some lather. “You can get all of your makeup off and really cleanse your skin with just one pump.”

* **Talking points:** \*These cleansers will even take off your mascara so you don’t have to have a separate step for eye make up removal if you don’t want to! \*nice fresh smell \*works really well to remove dirt and make-up but does not strip your skin of its protective acid mantle.
* Squeaky-clean feel after you cleanse is not a good thing. You want your skin to feel soft after you wash it.
* Use your washcloth or VIVA towel to help wash and/or dry off face.
* “One of the things I love about Arbonne is because there are no “fillers” you only need a small amount for your entire face. With Arbonne about the size of a pea is enough for your entire face which means the products last a really long time!“
* **\*Get bowls, towels, and wash cloths out of the way**

**BEFORE YOU GO ANY FURTHER… BE SURE TO TAKE BEFORE PICTURES OF ONE AREA (EYE, CHEEK, LIP, NECK, ETC.) W/CELL PHONE OR EACH GUEST WITH THEIR CONSENT.**

**Step Two: Genius Pads –**

* BEFORE you give each person a pad, explain what Genius is and what the benefits are. A 60-day supply of nightly resurfacing pads and fresh pour solution
* \*PLANT RETINOIDS - Natural form of Retin-A

**IT IMPROVES:** Skin tone/clarity, Skin texture, Dullness, Fine lines and wrinkles, uneven pigmentation, dark spots, and helps prevent acne (Works like Hydroquinone Cream without the side effects). Has an ingredient called Phytinol and only Arbonne has this so you will not get this product anywhere else!

Give each person a pad and demonstrate how to do it. Encourage them to use up ALL of the solution on the pad- until the pad is ‘bone dry’. Use on neck, decollate, back of hands, arms, etc. This product has a $98 value, but in a little bit I’m going to show you how to get it for less than a dollar per pad!

**Step Three: Toner –**

* Spray onto each persons face, or offer to let them spray themselves.

**BENEFITS:** Toner is used to restore your natural pH and to allow your skin to accept the next step, moisturizer, more readily and efficiently. It also helps minimize pores and is full of nutrients for your skin.

**Step Four: Re9 Serum WITH OR WITHOUT Genius Ultra Facial Device –**

\*Pass around and instruct to use only one pump (“a little dab will do ya!”)

If using Genius Ultra be sure to use it while Serum is still “wet”. So Genius Ultra and Serum get passed around TOGETHER!

Talking points re: Serum: Apply full pump all over face; avoid getting too close to eyes. Awesome product! Helps smooth out fine lines and wrinkles, while conditioning and softening the skin. GREAT for acne, little bumps, skin tone, clarity, etc. Gives you that “Arbonne glow” and is our BEST selling product in the Re9 line!

\*If using Genius ULTRA:

**1 - Demonstrate HOW TO use. Talking points:** Massage area where BEFORE pic was taken and before Serum (or eye crème, see below) has dried. Apply slight pressure, use highest comfortable heat setting and move device in small circular motions until device stops automatically. For purposes of this party use on just the area we took of your BEFORE pic. At home you can work on several areas at a time but DO allow for the full one minute for each area you want to improve. (If guest wants to work on eye area, have them use ULTRA w/ eye crème in next step).

**2 - Explain what it IS, what it DOES, and why it’s UNIQUE:**

**WHAT IT IS** - revolutionary facial device like nothing on the market that uses ultrasound technology combined with heat and vibration to deliver our products into every nook and cranny on your face, neck, chest, etc.

**WHAT IT DOES** - pushes product deeper into the layers of skin, reaches microscopic areas of face that applying with fingers alone cannot, ensures you’re really getting your money’s worth by effectively delivering product like nothing else can.

**WHY IT’S UNIQUE** - combination of ultrasound waves, heat and vibration, patent-pending, nobody else has it, anything that even comes close (ultrasound with NO heat) is almost DOUBLE the price!

Ok, ladies, time to check each other out! LOL! Look in the mirror, compare to your BEFORE pic (we will take an AFTER pic when we are all done w/ facial) and BE AMAZED!!! It’s OK! I was in shock myself when I first started to use it and when I saw all the pics of my friends who used it! It truly is a REVOLUTIONARY device and you are some of the first people IN THE WORLD to try it!!!

**Step Five: Re9 Corrective Eye Crème (Re9 Lifting and Contouring Eye Crème if using the Advanced Anti-Aging ASVP) –**

First, you’ll want to apply a very small amount of eye crème (half of a pump or 1/2 pea size) to the tip of your ring finger. Then press your fingers together to get the same amount on each fingertip. Now apply gently to fragile skin around your eyes….do not RUB…just pat gently all the way around orbital bone area! (go back to “If using Genius ULTRA” section if guest wants to use Genius ULTRA on eye area)

**Talking points:** \*The Re9 Corrective Eye Crème helps not only with fine lines and wrinkles, but also with dark circles and puffiness. Do you know why we use eye cream instead of regular moisturizer? The area around your eye is a quarter of the thickness of the rest of your face. A moisturizer has ingredients, which attracts moisture, so if you put a regular moisturizer around your eyes it will cause your skin to get puffy and when the puffiness goes away, you’ll have dark circles and wrinkles around your eyes!

OR if using the Advanced Anti-Aging ASVP....

\*The Re9 Lifting & Contouring Eye Cream not only helps with fine lines and wrinkles, but also contains ingredients that will lift and tighten the delicate skin around your eyes giving you a replenished and more youthful appearance.

**Step Six: Night Crème –**

And, finally, the night crème! You will only need a small amount for your entire face and neck. Apply gently over your entire face. Can’t you feel its quality? And it smells so good!

**Talking points:** The RE9 Night Cream does a lot of CORRECTIVE work, repairing damaged cells,

while we sleep – strengthening, firming and toning the skin. And again because these products are so concentrated, this set is formulated to last 4 to 6 months!

**BEFORE YOU GO ANY FURTHER....BE SURE TO TAKE AN AFTER PIC OF THE SAME AREA AS YOU DID THE BEFORE PIC (eye, cheek, lip, neck, etc.) W/ CELL PHONE OF EACH GUEST WITH THEIR CONSENT.**

**Step Seven: Day Crème –**

Pass around the day crème (Re9 Restorative, Extra Moisture OR Lifting & Contouring) so guests can try on back of one hand. Talking points: Now, ladies, LAST BUT NOT LEAST...I’m going to pass around the Day Crème which finishes out your SET. However, I do NOT want you to put it on your face right now since you just applied the Night Crème. Instead, apply a small amount (one pump or pea size) to the back of one of your hands so you can experience how it feels and smells. It’s important for you to try it since using Day Crème is an essential part of your daily routine. Night Crème is your CORRECTOR BUT Day Crème is your PROTECTOR. Thankfully, all Arbonne’s Re9 Day Crèmes include SPF 15 or 20, so you’ll be good to go protecting your skin from radicals and harmful rays on normal non-beach days!

**Conclusion – 5 Minutes**

Ok ladies...Everything you just used on your face is what I do every single night before I go to bed. It literally takes me just a few minutes and even less time on the nights I don’t use the ULTRA. Since our skin is the largest organ of the body, we CAN improve our overall health by taking care of it with pure, safe and beneficial products....So, it really IS important to use these awesome Arbonne products!

In addition to these great skin care products, Arbonne rounds out their catalog with other amazing offerings. I’m not going to get into all of it tonight because if I did we’d be here all night (HAHA) but I will just briefly tell you what else we offer….(hold up your 3-4 BUT NO MORE favorite products you brought as you mention which product line they fall into).

There’s skin care just for the guys; pure, safe, gentle and incredible smelling baby products; a super sensitive skin care line, CALM, for those with extremely sensitive skin; along with an acne line that’s second to none! We have an entire line of Detox Spa products (hold up and/or pass around Gelee) that will leave you feeling completely cleansed, refreshed and ready to go, as well as a complete line of professional grade makeup....it was even used in the Twilight movies!...and definitely the highest quality makeup I’ve ever used! (hold up and/or pass around Primer). PLUS, we have unbelievable nutritional products and a revolutionary 30 Day Healthy Living Program for weight loss and detoxification that’s helped me loose AND KEEP OFF over 30 pounds! (hold up and/or pass around Fizz Sticks). And, last but not least, there are even hair care, deodorant, toothpaste and aromatherapy products. We really CAN help you and your family switch over from using potentially harmful toxic products to Arbonne’s pure, safe and beneficial products.

If you want to learn more about ANY of these other product lines, the VERY BEST way to try them out for FREE is to simply have a few fun friends over! Hosting an Arbonne Party is really no big deal...we pick a date/time that works for both of us, you invite your friends and family and shoot for 4-8 guests, and I bring the “party to you”....even snacks! Arbonne will “thank you” in a BIG way, too! Most hosts receive well over $500 worth of products OF THEIR CHOICE at 80% off ($100)!!!

So, who’s ready to have a party? (look at guests who say YES or seem interested and say...”I’ve got

a nice little gift for you all that do and we can talk about dates in just a bit...thanks so much, it’s

gonna be fun!”)

**THE CLOSE: 10 Minutes**

**(THIS IS THE MOST IMPORTANT PART OF YOUR PRESENTATION)**

How’s everyone’s face feel? Nice and Soft?... Great!

Well, remember how I said I would tell you how you could get these products at the lowest possible price without any strings attached? (Wait for a YES or heads shaking up and down) Ok...(start passing out the Preferred Client Special Value Packs Closing Sheet) If everyone could please take a look at this document I am handing out you will see the BEST DEALS Arbonne offers! Every single one of these PACKS are 40% off the retail price, come with a Preferred Client Membership, FREE Shipping AND a FREE gift of your choice from our “Best Sellers List”...up to a ($53 US) ($ 60 CDN) ( ?? NZ) value! Just the FREE SHIPPING AND FREE GIFT alone make buying one of these packs a no-brainer!

There is a one time ($20 US) ($24 CDN) ( $31 NZ) Preferred Client registration fee but it will MORE THAN pay for itself as

you continue to enjoy a 20-40% discount every time you shop, when YOU want to shop, for the next

12 months. Plus, you will continue to earn Rewards and FREE shipping with qualified orders every

time you shop! It’s really a BRILLIANT program Arbonne has put together.... on line shopping, various specials, sales, freebies and no strings...you gotta love it!!!

HOWEVER, if you want an EVEN BETTER DEAL and you want the long-term benefit of a deeper discount w/ the potential to earn commissions, then you’ll want to chat with me about becoming a CONSULTANT w/ Arbonne for ($79 US). ( $ 95 CDN) ( $121 NZ) You WILL get 50% off of your purchase tonight plus 35-80% off any future purchases you make for the next 12 months. AND, you get to choose a FREE product from a choice list of products up to ($98 US ) ( $120 CDN) ( $76 NZ) in value!!! . So, why not make a little money w/ your recommendation? You don’t have to DO Arbonne the way I DO Arbonne, but you will have the opportunity to make some money just by sharing your love of the products! You could take a catalog to work, school or church.... talk to people about your love of Arbonne at kids’ ball games, recitals, dances or talk to friends at your community clubs, events and socials. I think it’s great that

Arbonne lets YOU decide if-what-when- you want to sell or just get the best discount you can on your products. So, if you’d like one of the Special Value Packs at even a deeper discount AND the potential to make money excites you, let’s talk about you becoming a CONSULTANT and joining our team!

**PASSING OUT CATALOGS, ORDER FORMS and PENS**

Now, I understand some of you didn’t come here tonight expecting to spend over a $100 and that is totally fine! If you just want to try an eye crème or even just the cleanser, feel free to shop away...all of our regular prices are listed after each product right in the catalog.

Does anyone have any questions? (at this point they are thumbing through the catalog, asking specific questions about the packages and the prices, asking questions about other products in the catalog, etc.)

When it becomes apparent that there is a “lull” in the room...proceed with......

“Thank you so much everyone for coming tonight. I hope you all had a great time. THIS is what makes being a part of Arbonne really fun...the people I meet along the way. That’s why I love being with this company. Arbonne attracts all kinds of people from all walks of life, but the one thing we all have in common...an excitement about life.... a positive expectation of what’s to come...a shared belief that LIFE IS GOOD!!! Our team is EXPLODING right now and we’d love to help you or someone you know be a part of it all! Just let me know. We have a great proven system for success and your sponsor, ME, helps you as much or as little as you want!!! No one is ever left “out in the cold”. I have found Arbonne to be WAY MORE than I ever expected and definitely WAY

DIFFERENT than I assumed!!!

Thanks again, ladies and feel free to start shopping. I’ll be around for questions and recommendations, so no need to rush. Those that want to book their own party can look at my OPEN DATES (hand copy of calendar) and I’ll get your little gift ready to go. If anyone DOES need to get going quick, I’d be happy to help you first. Anyone?

Be ready for the first person...if no one jumps up...look at the most attentive, excited guest or

those that want to book a party and offer to help them first!!!

**IMPORTANT: (upon checking out, ASK each guest to host a party EVEN IF they didn’t speak up that they wanted to)**

**Give each guest appropriate take home info:**

1. New PC who bought an ASVP - Re9 or Fit Kit sample as a thank you gesture.

2. Future HOST - Host Rewards Flyer, Re9 AND Fit Kit samples for her use til she gets her order and has her party, and hand WRITE the date of her presentation ON THE FRONT COVER of her catalog. You will call/text her TOMORROW to confirm the date, text her an invite that she can text to her friends and ask her WHO of her guests will be MOST EXCITED to try a FREE BEFORE her party!

3. Biz Bldr CNS - all things given to Host IF they book a party, PLUS: the Opty LINK, a VP

Success story, Getting Started Checklist, a Consultant Success pack/ASVP document if they did

NOT place their order & be sure to SET A DATE & TIME (call or meeting) to go over the Getting Started Checklist, answer their questions, sign them up, place their order, BOOK their launch parties, etc.

CALL/ TEXT EVERYONE back within 3 days of placing their orders to ensure they got their order ok.

CALL/ TEXT EVERYONE back within 3 weeks to see how they are liking their products, see if they want anything else, maybe to host a party, maybe to look further at becoming a biz-blding consultant, to invite to a meeting or event you might be having, etc..

CALL/ TEXT EVERYONE back within 3 months as a regular Customer Service call...ask questions and do the same thing you did at 3 weeks. DO NOT BE AFRAID TO STAY IN TOUCH WITH PEOPLE! THE NUMBER ONE REASON WHY PEOPLE SAY THEY DID NOT JOIN ARBONNE OR ORDER PRODUCT IS BECAUSE THEY WERE NEVER ASKED! DON’T MAKE YOUR FEARS, YOUR SELF-DOUBTS, YOU INSECURITIES THEIR PROBLEM! CONTACTING SOMEONE EVERY THREE MONTHS IS SHOWING THEM THAT YOU CARE ABOUT THEM AND YOU CARE ABOUT THEIR ARBONNE EXPERIENCE. FOR MORE ON GOOD CUSTOMER SERVICE SEE https:// www.helpscout.net/blog/customer-service-skills/

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Consultant Compensation Summary, which is included with these materials. You may also view the Independent

Consultant **Compensation summary on Arbonne's official website at www.arbonne.com**.