

The Ultimate Facial Experience



**An interactive, informative, treatment experience like no other!
Taking your skin to a whole new level!**

COACHING DOCUMENT, CHECKLIST and PRESENTATION

ULTIMATE FACIAL EXPERIENCE - Mindset

The **ULTIMATE FACIAL EXPERIENCE** involves an **INTENSIVE EXFOLIATING TREATMENT** that most women would have to pay \$80 - \$150 to get these kind of results. Positioning it as **a valued treatment**, considering its inherent value, creates the proper mindset for both the Consultant and the Client.

Most women have never had this quality of treatment product on their skin before. They have no idea how unique this facial treatment or products are and the treat they are in for! **It is a big gift!**

The **cellular renewal mask** alone was the topic of an entire thesis from San Francisco University and presented at the Dermatology Olympics Convention in Asia this past year. It was also recently voted Australia's #1 mask!

Many Salons charge \$80-\$150 for this same treatment with these exact products. Ashburn Medical Spa in the USA is a Team Global team and their Master Estheticians have discounted this exact facial to \$60 for this treatment, to inspire the purchases of the Ultimate Value Pack.

The Ultimate Facial was created by a **Master Esthetician** with 45 years of experience and has utilized this treatment in her own salon with amazing results. The effectiveness of the Ultimate Facial is far reaching with many different skin types.

Consultants **do not need to pretend to be an Esthetician** to facilitate this at home treatment. The entire concept is that the clients themselves become empowered to do this at their home and get results because the products do the work themselves and do not require an Esthetician.

The pore **cleansing, exfoliation and hydration** that this treatment produces takes skin to an entire new level in less than half an hour. Many women spend thousands of dollars on chemical peels, dermabrasion, botox, eye lifts, face lifts, extraction facials etc. to achieve the results we can help them learn to do for a fraction of the cost at home.

The format that we use features information that they may have never heard before! **Information crucial to their health and appearance!** They will learn from us, for the first time perhaps, about the function of their skin and how to take the best care of it.

The interactive format that we provide in the **Ultimate Facial** empowers women to be involved in the understanding and control of their own skin. The results are extraordinary, exciting, dramatic, and significant!

Utilizing the **Ultimate Facial instructions**, educating and test driving the products step by step, ensures the clients that they are confident that they can do this at home themselves. **The end results speak for themselves.**

The **Ultimate Facial Value Packs** for consultants and for Preferred Clients shows the incredible value they can receive.

THIS IS A GIFT, A PERK, A TREAT, and an IRRESISTIBLE OFFER!!

As always, **THREE** important decisions must be made through your passionate education at the **Ultimate Facial**.

1. I need to **STOP** using what I am using!
2. I need to **BUY** Arbonne and **TREAT** my friends to an Ultimate Facial.
3. **AND!** I MIGHT WANT TO **DO** THIS MEANINGFUL and FUN **BUSINESS** TOO!!

Options of **UTILIZING THE ULTIMATE FACIAL EXPERIENCE** within the **Global Empowerment Training System**

INVITING TO A VIP LAUNCH

My ribbon cutting for my new business is Thursday night and I get to treat a select few of the Very Important People in my life to an Ultimate Facial. It's a botanical peel that was designed by a Master Esthetician and costs as much as \$150 in salons and spas. I had one and I was in awe of my skin! You are definitely on my list of important people in my life because _____. It would mean a lot to have you attend and I am so excited to share this special facial with you! Will Thursday at 7 work for you?

INTRODUCTION TO PRODUCTS AT VIP LAUNCH

As a valued '**perk**', that the new Consultant shares with important people at a **VIP LAUNCH**

What is in it for YOU! (versus what can you do to help)

Rather than asking for help, offering a valued treatment as a special perk to the important people in the new consultant's life is appealing to the attendees as well as the new consultant! (Women love to give versus ask for help...so this puts her in a state of confidence versus need).

AT A VIP LAUNCH/ULTIMATE FACIAL

Can you understand why _____ is so excited about her new Arbonne business? And as one of the very important people in her life, there are some special perks she gets to share with you—basically what is in this for you! One of the events we do is called the **ULTIMATE FACIAL EXPERIENCE** and women pay high prices for this actual treatment using these exact products in Spas and Salons around the Country.

_____ needs to get experience doing this amazing treatment and I will be assisting her in doing three of them in the next two weeks and she needs faces—so lucky you! And to make it even more real for _____ and special for you, you are allowed to treat **UP TO 4** of **YOUR FRIENDS/FAMILY!**

This is first come first serve and she will go over dates available. How could we not want to share this with you, the important people in her life, first! So, tonight, we are going treat you to the **ULTIMATE FACIAL** so

you can share this with those you know will love it!

(Let guests experience Ultimate Facial at the end of the VIP launch and book three to 8 group Ultimate Facials with 3 of them to be held in the next 2 weeks)

AS A ONE ON ONE: PROSPECTS (NEW AND OLD)

This can be an ideal one on one to share with a promising prospect of influence. Research shows that World Class Thinkers come into our business after having a one on one experience. This treat can provide an intimate forum to not only showcase our fantastic products and results but the brilliance of our business and sophistication of the GETS system. From it, offering to share this same Ultimate Facial Experience with the prospect and up to 4 of her friends, can be a positive transition into a group Ultimate Facial and eventually the start of her business. (“I personally have sponsored 4 directs in the last 8 weeks with this method”—VP Juliann Whitney) So while one on ones are a slower growth, the right one on ones can become business partners very nicely with this method!

ONE ON ONE (1)

I would love to treat you to something that we are currently offering...it is called the Ultimate facial. It's a botanical peel and it takes your skin to a whole new level. Salons and Spas charge up to \$150 using the exact products that you will be experiencing and you will receive it free! How does that sound? When can we get together in the next couple of days so I can treat you to this?

ONE ON ONE (2)

Developed by an aesthetician, our Ultimate Facial layers several of Arbonne's treatment products that will deep cleanse, exfoliate and hydrate your skin. I promise you will be amazed at how your skin looks and feels when we are done! The best part is, you get to experience it in your own home with a couple of your friends and you don't have to pay hundreds of dollars to get this treatment at the spa! We can even do it later in the evening so you can sleep on it, which will pack a bigger punch!

SCRIPT FOR HOSTESS TO INVITE HER GUESTS TO AN ULTIMATE FACIAL

Hi _____, this is _____ calling. Did I catch you at a bad time? Do you have just a minute I could ask you something? Great!

My friend _____, who works with Arbonne, an ultra-premium skin care company, just called to tell me about a special they have this month, it is a very effective botanical peel, called an “Ultimate Facial”. It was designed by a Master Esthetician using Arbonne products and is offered in salons and spas around the country using these exact products and costing up to \$150. She said women are just raving about how incredible their skin feels. I can have up to 3 friends come and experience it with me. I know (how much you love skin care) and I want you to experience it with me!

SCRIPT FOR CALLING FRIENDS AND NEIGHBORS

_____, I'm calling to ask you a favor. May I borrow your face for a couple of hours this week? (HA, HA) Let me share with you what I am doing...

Something new has been introduced in Arbonne, called an Ultimate Facial. It is a botanical peel designed by a Master Esthetician. This exact treatment using Arbonne products can cost up to \$150 in Salons and spas around the country. I am just learning the steps in the facial and need to gain some experience. I would love to treat you to one of these Ultimate Facials and get your feedback. Could we get together in the next couple of days?

SERVICE PROVIDERS

(Someone who has given us great service in what they do such as Personal Trainers, Real estate agents, Pharmaceutical reps, Hair Dressers, Doctors, Make Up Artists, Retail Sales people, and women of influence are ideal to share this with!)

You have been so kind to me and/or provided such great service, I would love to do something nice for you. I offer Ultimate Facials. It's a botanical peel that takes your skin to a whole new level. Salons and Spas charge up to \$150 using the exact products that you will be experiencing and I would like to treat you to one. How does that sound? When can we get to together in the next couple of days so I can treat you to this?

EXISTING PEOPLE IN OUR LIVES

A Neighbor whom we would like to get to know better – I would love to get to know you better and I have a fun idea. I offer Ultimate Facials to my clients and it occurred to me that you would really enjoy some pampering. May I treat you to an Ultimate Facial? It is a botanical peel developed by a Master Esthetician and offered in her salon and others for up to \$150. You will be in awe of your skin and it would be my pleasure to spend some quality time with you!

I would love to get to know our neighbors better. How would you feel about a fun girl's night where I could treat a few of you to an Ultimate Facial? It is a botanical peel developed by a Master Esthetician and offered in her salon and others for up to \$150. You will be in awe of your skin and it would be lots of fun to get beautiful together!

I would love to treat you to something that we are offering as a special this month...it is called the Ultimate facial. It's a botanical peel that takes your skin to a whole new level. Salons and Spas charge up to \$150 using the exact products that you will be experiencing. How does that sound? When can we get to together in the next couple of days so I can treat you to this?

SOMEONE WHO HAS EXPERIENCED THE PRODUCT OR AN EXISTING PC

We have recently added something special to Arbonne and I would love for you to experience it. It is called the Ultimate facial, a botanical peel that leaves you in awe of your skin. Salons and Spas charge up to \$150

using the exact products that you will be experiencing. How does that sound? When can we get to together in the next couple of days so I can treat you to this?

SAMPLES

(Someone you have given a sample)

Now that you have experienced our Luxury Daily Routine, I would love to treat your to our Ultimate Facial. It's a botanical peel that takes your skin to a whole new level. Salons and Spas charge up to \$150 using the exact products that you will be experiencing. How does that sound? When can we get to together in the next couple of days so I can treat you to this?

WORKSHOPS

Offering to gift this ULTIMATE FACIAL EXPERIENCE to former hostesses as our new TREATMENT EXPERIENCE or workshop generates new activity and sales.

Framing it as a **\$150 valued facial** in a fun interactive format to any group of women creates a sense of intrigue and value!

_____, as a previous hostess, I would love to treat you to our Ultimate Facial, a botanical peel that gets amazing results. A Master Esthetician designed it and currently it is offered in salons and spas using these exact products you for up to \$150. Because you have hosted before, you will receive it free and as a thank you, you may invite up to 3, maybe 4 of your friends to experience this with you! As one of my valued clients, I would love to thank you with one of the facial products you need to give yourself this facial. You and your friends will love it!

CONSULTANT CALLING ACQUAINTANCES AND PREFERRED CLIENTS

Hi _____, this is _____ calling. Did I catch you at a bad time? (If good time) Great—I promise I'll only take a few minutes.

_____, I'm calling today to see if you can help me with something and I'm excited to ask you because I think you'll absolutely love it. Let me share with you what I'm doing...

Something new has been introduced in Arbonne called an Ultimate Facial. A Master Esthetician using Arbonne's treatment products designed it and it is actually now a service being offered in salons around the country costing up to \$150. Clients, who have frequently had chemical peels, are telling us doing this facial at home 2-3 times a week produces better results without all the irritation. Because the facial is so new, I have been asked to introduce it to 50- 60 people each month for the next 2 or 3 months. And _____, this is where I need your help. I wanted to see if we could find a time to get together and have you experience this facial for free. And if you would like to treat a few of your friends to this facial experience that would help me even more and they would love you for it!

As a great bonus for inviting a few friends, you will receive a free product that we will be featuring in the facial and you can also qualify to receive additional products at an 80% discount. Which one do you think would work

best for you—just the two of us meeting together, or inviting a few friends? I just so appreciate your help and I want to do whatever is the best for you.

(They Respond)

I'll bring all of the supplies and take everyone through it step by step. Your friends can also receive all of the products they've tried at a great discount—if they're interested—but of course there is certainly no obligation to purchase. _____, how do you feel about that? Could we work find a time for us to get together soon?

LEAD FROM A TRADE SHOW OR DRAW BOX

I am giving you a quick call because you registered for an Ultimate Facial. It's a botanical peel designed by a Master Esthetician and it takes your skin to a whole new level. Salons and Spas charge up to \$150 using the exact products that you will be experiencing. For a limited time we have an Irresistible Offer because you can select up to 4 friends to experience this treatment along with you absolutely free. Would a daytime or evening appointment work for you?

CONSULTANT OFFERING ULTIMATE FACIAL TO DRAW WINNER

Hi _____ It's _____ calling, (Pause)

Is this a bad time? (NO)

If you recall, we met recently at the _____. You stopped by our booth and entered our drawing.

The reason I am calling is because you are one of our winners. Your name in was drawn to receive an ULTIMATE FACIAL! You are in for a TREAT! (Pause)

This same facial is valued up to \$150 in many salons and spas and using the same Arbonne Swiss Botanicals you will experience. It will take your skin to a whole new level. You will be in awe of your skin!

Great

We are honoring this offer until _____.

Would a weekday or weekend work better for you? Daytime or evening? I have these dates available:

AND, we have a promotion through the next 2 weeks that allows you to treat up to 4 of your friends and receive one of the facial products free.

_____, just so you know, the reason we call it an Ultimate Facial is we want you to learn how to take the best care of your skin so it is INTERACTIVE, INFORMATIVE and PAMPERING!

We can do it either here or at a location of your choice.

COLD CONTACTS WHO IMPRESS YOU

You gave me such great service today,
One great favor deserves another...may I treat you to an Ultimate Facial?

It is a professional level botanical peel using Pure Swiss Botanical products. Many of my clients feel it is more effective than a chemical peel and they love not having the irritation. It really takes your skin to a new level of beauty. Does that sound like something that interests you?

Great, let's find a time that will work for both of *us*.

NEIGHBORS

I have wanted to have you over, are you ready for something special? Come on over and I can treat you to what I love to do on Sunday nights!

Are you ready for bed yet? (NO) Great! I would love to treat you to an Ultimate Facial before you go to bed tonight. You will be in awe of your skin! It was designed by a Master Esthetician and actually costs up to \$150 in salons and spas using the same products. It will only take about half an hour—shall I come over with my products?

ADDITIONAL VERBIAGE TO DESCRIBE FACIAL!

The reason we call this the Ultimate Facial is because we are going to show you how to take the best care of your skin all year round—and it can be done at home! So, this is an interactive, informative and very results oriented pampering workshop.

We use Arbonne's Ultra Premium treatment products. Most of us have never had this high quality of product on our skin before because the Swiss formulations are typically extremely expensive. Arbonne is so affordable that we get to treat you!

You are going to come away with your skin looking and feeling like it may never have before, and you will understand the function of your skin and how to take the best care of it from now on. You will be an educated consumer. If you fall in love with what this line does for your skin like we have, we are always happy to show you how you can get it at a fraction of the price of its true value.

SUPPLIES AND TOOLS

Products that you will need:

- Everything in the Consultant Ultimate Facial Value Pack

- Additional products for the facial—FC5 Invigorating Body Cleanser, RE9 Smoothing Facial Cleanser, FC5 Exfoliating New Cell Scrub, FC5 Ultra Hydrating Hand Crème, RE9 Cellular Renewal Masque, FC5 Intense Hydration Mask, RE9 Regenerating Toner, RE9 Instant Lift Gel, RE9 Corrective Eye Crème, RE9 Night Repair Crème, RE9 Ultra Soft Skin Set and ABC Hair and Body Wash
- FC5 Skin Conditioning Oil (IMPORTANT! for sensitivities)
- Wrapped Mini Hand Cremes and Mini Foot Cremes for thank you gifts and referrals (optional)
- 4 to 8 Liquid Foundations to match skin tones during triple close

Supplies that you will need:

- Mirror for each guest
- Client Care Forms
- Prescreening forms
- Ultimate Facial Instructions
- Ultimate Value Pack forms
- 2 to 3 disposable face cloths for each guest or white wash cloths you can wash
- Placemats (can be laminated EOA stories or facial instructions)
- Supplies you use for any SBW or one on one
- Narrow headbands to hold hair off their face (must be washable or disposable)
- Laminated Pictures and Documents (best to use 10ml laminate so they are rigid)
 - Toxic Burden
 - Three Categories of Skin Care
 - Marketplace Cost Comparison
 - Animal Rendering/Animal Bi-Products
 - Apples and Oxidation
 - Monk and Indian
 - Remarkable Results
 - Clinical Results—RE9 Advanced Extra Moisture (4 pages laminated back to back)
 - Before and After Pictures—4 or 5
 - Anti-aging Tool Box
 - Peptides
 - Eye Lash Mites
 - Ultimate Facial Value Pack for Consultants and Preferred Clients
- Laminated Word Cards (optional) (lamine using 10 ml laminate)
 - What Makes Arbonne Different? Unique Delivery System—Vitasphere Technology
 - Botanically Based
 - Vegan Certified—Cruelty Free—Never Tested On Animals
 - Formulated without Animal Products or By-Products
 - 97%--Animal Fat and Tested on Animals
 - Without Dyes or Chemical Fragrances
 - PH Correct
 - Without Mineral Oil
 - Hypoallergenic
 - Dermatologist Tested
 - Formulated With Formaldehyde-Donating Preservatives
 - Aging—10 % Genetic 90% Environmental
 - 3 Major Causes of Accelerated Aging

Most people are very visual and it helps to have something for them to look at instead of just hearing us talk.

PRE-SCREENING QUESTIONS

Have guests fill out Pre-screening form and sign it

1. What are you currently using to cleanse and moisturize your skin?
2. Have you ever used a product you were sensitive to or had a reaction to? What happened?
3. Are you allergic to Aspirin? Describe your symptoms.
4. Have you ever used glycolic products? What happens when you use them?
5. Are you using or have you ever used Retin A or Retinol? How long? When was the last time you used it?
6. Have you ever used Accutane? How long? When was the last time you used it?
7. Have you been diagnosed with Rosacea? Have you received medical treatment? What was used?
8. Are you currently taking any prescription medications and /or vitamins what are they?
9. Have you ever heard of or used Arbonne products?

If guest answered yes to questions 2-8 and they have had reactions to products before the prudent thing to do is to conduct a patch test on the inside of the clients elbow in the crook of the arm. Put a small amount of the Cellular Renewal Masque on their arm (in the area where you have blood drawn) and leave it on until you get to the Masque step in the facial. Look at their arm if it is red ask them how it feels. It is normal to be flushed and red because of the niacin in the Masque and for it to be warm because the blood has come to the surface of the skin. If it looks like it is raised and (rashy) looking they are probably sensitive to the Masque. Either way ask the client what they want to do if they want to try the Masque or not. If they are having a reaction to the Masque, have them wash it off with the ABC Baby Wash and apply FC5 Skin Conditioning Oil.

SET UP AND PREPARATION

TABLE

- Set a placemat for each guest with a mirror, client care form, Pre-screening form and pen.
- Have them fill out Pre-Screening form
- Have the Luxury Daily Routine sitting on the table close to you in the gold kit from Arbonne.

BATHROOM

- Set up products and supplies for first two steps of the workshop.

CLOSING—SET UP IN ANOTHER ROOM OR REMOVED FROM THE FACIAL TABLE

- Set up supplies and materials for the triple close and matching foundations

THIS ULTIMATE FACIAL EXPERIENCE SHOULD NOT TAKE LONGER THAN 45 MINUTES to 1 HOUR!

STEPS and SCRIPTING OPTIONS OF AN ULTIMATE FACIAL

PRIOR TO OR WHEN THEY ARRIVE:

Reinforce that this is an **INTERACTIVE COMPLETE EXFOLIATION TREATMENT** that they will be experiencing. This is best communicated beforehand in a quick call—if not at home you can leave a message. Call should take no more than 2 to 3 minutes

1. Serves as a reminder for the workshop
2. You can briefly build rapport and let them know you are excited to meet them and for them to experience the ultimate facial
3. Let them know they will be experiencing the facial on their entire face—best to come with makeup off—or if not convenient they can remove it during the first cleansing step of the facial.
4. You will furnish all of the products and lead each guest through the steps of the facial.
5. They will love the difference they will see and feel in their skin.

In person at the door: *Thank you for coming—introduce yourself*

WELCOME GUESTS AND BUILD RAPPORT

A wee bit of chit chat and then: *Are you excited to experience an Ultimate Facial? Everyone **LOVES** this...and I am excited to share it with you!*

As each guest arrives you can begin immediately so you don't have to wait for everyone to be together before you begin.

Have guest fill out Pre-screening form and give to the consultant.

After filling out the Pre-screening form take the first one to arrive to the bathroom/kitchen sink and build rapport:

1. Have guests wash their hands with the **FC5 Invigorating Body Cleanser**—to clean their hands prior to washing their face and this also gives them an opportunity to experience the body cleanser as it is included in the Ultimate Value Pack. They often will comment favorable.
2. Have them cleanse their face with **FC5 Hydrating Cleanser + Freshener**. Rinse using a disposable cloth.
3. Have them cleanse with the **RE9 Smoothing Cleanser** and rinse using a disposable or regular white wash cloth.

Note: Helpful to have a dry, white washcloth for each guest to dry their hands.

4. Immediately after using the RE9 Cleanser, have them gently smooth the **FC5 New Cell Scrub** on their face, avoiding the eye area. Don't rinse the scrub—you will want to let it dry for about 3 to 5 minutes.

Note: Have guests fill out their client care form at the table while they are waiting for their mask/scrub to dry.

5. After all of the guests have cleansed their face and applied the scrub and it has dried—have them **return to the bathroom and thoroughly remove the scrub with moistened fingers**. Have them gently move the product in an upward circular motion so that the jojoba beads can break loose the bond between the dead cells and their skin. They can use a washcloth to remove final traces of the mask/scrub. Start with the one who applied mask/scrub first and continue until they all have removed the mask/scrub and returned to the table.

Don't use any pressure, let the jojoba beads do the work!

ADDITIONAL QUESTIONS TO ASK DURING CLEANSING AND USING THE SCRUB

- Ask questions to build rapport:

1- How do you know _____? Are you good friends?

2- Do you have kids? Do you work outside of the home?

3- You must love it?

If not, say, Oh that must be frustrating before I started this business I had some of the same challenges.

AT THE TABLE—OPENING (optional gift for referral)

I'm so happy to have the opportunity to meet each of you. And before we continue—since you have all just washed your hands, I would love to have you experience one of our favorite products—our **Ultra-Hydrating Hand Crème**. (Give each guest a small amount) It leaves your hands feeling so soft without feeling greasy and one of the key ingredients is fresh kiwi cells that you may be able to smell.

As a special thank you for coming, I would like to **gift** each of you with a travel size of our hand crème that you have just experienced. This is a perfect size to fit in your purse and I am never without it. (Present each of them with a wrapped mini hand crème—great to use a small, clear, cellophane bag tied with a ribbon)

THANK THE HOSTESS—HOST REWARDS

_____ was excited to treat you to this experience and because the nature of this facial requires that we keep it exclusive and personalized, she could only invite her **VIP's** and she chose you!! As a **special thank you** to _____, I have selected one of her favorite products, (or a product that I know she is going to love) as a special gift from me. **Hand her a gift bag with the gift you have selected for her**. And this is just the beginning, _____ can also qualify to receive some amazing free and discounted products from Arbonne

You are going to have the **same opportunity to treat a few of your best friends** to the same experience. We call it the **Ultimate Facial** because you are going to learn how to take your skin to the next level.

THREE QUESTIONS

Before we begin pampering you, I have just a **few more questions** that I would like to ask: (Go around the table having each guest share her response—**write the answers on a 5 x 7 note card**—very helpful in remembering names and information throughout the workshop)

1. Please tell me your **name** again—I want to remember it—and just a little bit more about yourself—

maybe your family or career.

2. If I had a magic wand—what would you want me to **change about your skin?**
3. If time and money were not an issue, what would you **love to be doing** right now?

Great! Thank you so much for sharing! I'm just like you! I had some of the same dreams and desires!

Let me briefly **introduce myself**. My name is _____, and I have been with this company for _____. (Share how you were introduced to Arbonne—your **2-3 minute story** and include as many answers as you can that you just heard to the 3rd question.) For example:

- I did not want to keep working those long hours and come home late at night!
- I wanted to be able to spend summers with my family, (as a matter of fact,.....)
- I wanted to be able to travel to Europe, Italy (as a matter of fact....)
- I'm just like you! I am here because Arbonne allows me to live my life the way I choose. For each of these dreams and desires Arbonne became my answer.

(Pause and smile)

Many consultants were invited to workshops, just like this one, and were so impressed not only with the products, but also with the information that was shared! It changed their thinking about skin care and purchasing habits forever!!!

Have the host share a **brief testimonial** of the product/ultimate facial or you share your own products/ultimate facial testimonial. _____, you've been using the Arbonne products for a couple of weeks. What has been your experience with them and what made you decide to invite your guests here tonight?

Make sure you have coached your hostess beforehand. Her excitement for the products can make all the difference in your workshop. Have her focus on the set and not just a piece of it.

Most of you are going to hear and experience many things tonight that may be new to you and I am going to ask each of you to be a **"talent scout for me"**. I'm going to give you one of these little cards (**Referral Card**), and as we go through the workshop, names will pop into your mind of someone that you know that needs to hear this information. Just jot their names down—for the 2 names on the front you will receive a complimentary gift from me when we meet together after the workshop. For the additional 3 names on the back, you will receive a 30% discount on any 1 product of your choice from the catalogue.

I will just call your friends and ask if they are familiar with the company Arbonne International.

And speaking of the catalogue—I want to briefly share with you how far Arbonne has come since it was first just a vision and dream of our founder, **Petter Morck**. Petter was from Norway and was working in the skin care industry in Europe and was very concerned about ingredients that were being put into the skin care products. He gathered together a team of herbalists, bio-chemists, and biologists, and together they worked for about 5 years developing skin care formulations that were pure, safe and beneficial and did not contain any of the alarming harmful ingredients.

Arbonne was first introduced into the **United States in 1980** with just a handful of skin care products and now today—look how far we have come—but with all of the products the philosophy is still the same---PURE, SAFE and BENEFICIAL!!

Briefly show the **catalogue** with the many products we have to offer. (It is helpful to have your copy of the catalogue spiral bound with the front and back cover laminated in a heavy laminate—10ml) Being more rigid makes it easier to hold up and turn the pages.

STEPS OF AN ULTIMATE FACIAL

Now we are going to talk about your skin and pamper you with an **“Ultimate Facial”**. You’re going to experience many different products and if you **fall in love with these products**, you’ll also have an opportunity to purchase everything you’ve tried for **20—50% off the retail price!**

We’re an **internet based company** so you can get the products online, delivered right to your door with fantastic savings.

Be sure to jot down your **wish list** on your Client Care Form, and when we meet together we will explore the options and see which one would be the very best for you. Plus, you’ll have an opportunity to **schedule your own workshop** just like _____ did, and receive even more free and discounted products.

If you relate to our message and fall in love with the products, we are **expanding our marketing team** and if this intrigues you—I have some information you can explore and see if this might be a fit for you. You’ll see why I love this business and the products too!

I’ll be **referring to the script** to help keep me on track—otherwise we might be having a slumber party here at _____ tonight!! We are going to have **fun** and you will be wowed—**but our main goal is that you understand your largest organ—your skin.**

During our time together you will learn things about your skin that you may not have known that are crucial to your health and appearance. AND, you will be using ultra-premium Swiss plant based products that most of us have never had access to before! Your facial includes **cleansing, exfoliating, a controlled botanical peel followed by hydrating and moisturizing your skin.** This facial was developed by a Master Esthetician and is being offered in skin care and medi-spas across the country for up to **\$150** using the exact products you will be using. You will be receiving this facial absolutely free. In fact, I am going to show you how you can create these amazing results at home and give your skin that ‘fresh from the salon look’ once or twice a week. And at the end of the facial, as I mentioned before, I will share with you how you can save up to 50% on all of the products you have experienced.

Have the Ultimate Facial Instruction sheets in from of them at the table for them to follow along. **Or you can have a copy of the instructions enlarged and laminated to display** and refer to during the facial.

Let’s review what you used at the sink.

You used the FC5 Hydrating Cleanser + Freshener and RE9 Cleanser

The First creamy cleanser worked to dissolve and remove your makeup. Did you notice how the RE9

cleanses without stripping or drying your skin, leaving it soft and supple without that squeaky clean feeling? It's safe to use around your eyes too. It's enhanced with algae extract to support collagen production, which is key to younger looking skin.

Pick up the FC5 Exfoliating Scrub

As you experienced, the beauty of this product is that it is **2 in one!!** It works as a **mask** by letting it dry on your skin so that the kaolin clay and bentonite can draw out the impurities.

As you removed it with moistened fingers you felt the bamboo and jojoba beads working as a **scrub** to break loose the bond between the dead cells and your skin—

So—we have completed the first two steps of the ultimate facial—**What do you notice about your skin now? Remember their words—leaves skin soft, glowing and refreshed.** Other key ingredients that our skin loves include carrot, cucumber, watercress, birch leaf and vitamins A—C—E!

This product is so amazing the master esthetician who designed this facial, said the only other product she knows of that even compares with this one, is designed by a skin **specialist in California** to use on the celebrities, and **costs \$150**—and ours in only **\$34** at full retail price.

Cellular Renewal Masque—(set 5 minute alarm on your phone)

Talk about masque first and then apply!!!!

This masque is our secret weapon. It is a controlled botanical peel that is a gentle, healthy alternative to costly, invasive chemical peels. I need to tell you, it is **very powerful in its ability to exfoliate**. This masque contains glycolic acid, lactic, salicylic acid and two enzymes pineapple and papaya. Using the New Cell Scrub and the Cellular Renewal Masque together you are giving a Professional quality exfoliation treatment. Sadly, many women have paid a lot of money to use chemicals to exfoliate. We are able to gently remove dead skin layers without chemicals, and it is a deep cleansing treatment that softens as well!! The **pineapple and papaya enzymes** actually dissolve the glue that holds the dead skin cells together!!

You may feel it tingle as it eats away the dead skin cells. The niacin contained in the masque increases blood flow and oxygen to your tissues. **Redness, tingling and warming** are **very normal** and means that it is working. This product is so incredible that the **University of San Francisco's dermatology** department wrote an entire thesis paper on it and presented it to the Dermatology Olympics Convention in Asia this past year! And.....it was recently voted **Australia's #1 masque** because of its amazing results.

If you had any guests that you did a patch test on the inside of their arm this is the time to check it. If it is red that is normal but if it is has a rash like appearance it means that they are sensitive to the product and don't have them use it. Follow the protocol in the Consultant's Profile Guide.

Using a spatula—give each guest a **small amount of product on the back of their hand** to smooth a thin layer over their face—avoiding the eye area.

Caution them not to massage or rub it in—they are **only smoothing it on**. For those that have more sensitive skin—observe carefully and you may want to remove it sooner—and have skin conditioning oil ready to apply immediately if they are experiencing unusual symptoms.

Are you ready for a little bit of school? I love that I get to spend time with women and share this information and facial with them. I want you to understand **why you are experiencing this dramatic effect on your skin** and why we are passionate about marketing our products with education. More than anything, we want you to leave here 'wowed' by what you have experienced and understand why Arbonne products create great results and are so unique! **Be sure to make notes** on your client care form of products that sound interesting and you may want to add to your wish list. So....to the classroom for a minute.

WHAT MAKES ARBONNE UNIQUE?

Have "Toxic Burden" Document—do not reveal until you have asked:

How many chemicals do you think the average person puts on their body before leaving the house in the morning? Have them respond! Think about what you use in the shower. Where does the shampoo go—just on your head? What else do you use?

SHOW TOXIC BURDEN Average woman uses **515** chemicals per day

When we put products on our skin, what happens to them? Where do you think they end up? Remember, the skin is very absorbent. There are lots of medications now delivered through skin patches. **How long do you think it takes for chemicals that touch the skin to be absorbed into the bloodstream?** (Some experts say in as little as **26 seconds**—like morphine patches, nicotine patches, motion sickness patches etc.) Absorption through the skin is often more dangerous than through the **mouth** because substances absorbed into the digestive system go through the **kidneys and liver** which filters toxins. Substances absorbed through the **skin bypasses the liver and enter the blood stream without this protection**. Most products are full of fillers with some botanicals at the end of the list. With Arbonne, the majority of our ingredients are plant extracts.

Botanically Based (card)

The majority of our ingredients are **plant extracts**. Most products are full of fillers with some botanicals at the end of the list. We are the one of the few companies in the world with a complete product line that is herbally and botanically based. Other companies are notorious for ingredients that are not plant based and have some very odd fillers and expanders and ingredients that might surprise you!

Vegan Certified—Cruelty Free—Never Tested on Animals (card)

Why do you think skin care and cosmetic companies would test on animals?

Animals' skin is not at all like our skin!

Let them guess—and of course it is because of the **harmful ingredients**

Formulated Without Animal Products or By-Products (card)

Who knows what animal by-products are? Let them guess. (Usually not considered useful—horns, hooves, intestines, bones, and blood)

Where do they come from? These sick, diseased and dead carcasses are taken to Rendering plants where they are boiled. What happens when you boil chicken bones in a soup? The fat rises to the top. The fat is then skimmed off and sold to guess who!? (Cosmetic, hair and skin care and pharmaceutical companies!) Google “rendering plants” for your own information.

Where do you think the hormone injections, steroids, antibiotics and other medicines used for sick animals go? Into the fat cells of the animals.

[Show Animal Rendering/Animal By-Products Document](#)

This is not meant to gross you out, although the thought of smearing that onto our skin might not be appealing. Just remember, once it’s on the skin it’s in the bloodstream in how long? (26 seconds!)

Quickly read 3 or 4 key sentences

[97% of Skin Care, Makeup and Body Care Products—Contain Animal Fat and Are Tested on Animals \(card\)](#)

[Formulated Without Dyes or Chemical Fragrances \(card\)](#)

Why do products need to have color or fragrance? You will never see a pink or yellow cream with Arbonne. Do you know that chemical fragrances and dyes are the **#1 and #2 skin irritants?** Most people with sensitive skin can use Arbonne products with confidence that they will work without adding to their challenges. Our products smell wonderful because we have plant-derived fragrances.

[Our Products are PH Correct \(card\)](#)

Skin can absorb moisture more readily and protects against infection/bacteria when it is at the proper ph. Our skin is slightly acidic and when we use products on our skin that are higher on the ph scale than our skin, it destroys that acid mantle and protection.

So let’s **remove the CELLULAR RENEWAL MASQUE**

Guests can return to the bathroom and rinse with tepid water or you can prepare moistened white wash clothes and heat in a microwave prior to the workshop and have them ready in a thermal bag. Guests love them!!! It is also quick and easy to let everyone stay seated while removing the masque.

So, how does your skin feel, what do you notice? (Keep in mind, this gives the same effect as a chemical peel so it is NORMAL to have a bit of redness because the Niacin in the product causes your skin to flush, we are using **LIVE ENZYMES** so it is all GOOD!)

Have them share and look at each other!

Why are you shiny, do you have moisturizer on? Let them guess! **New Skin!** Yes, new skin—the **cellular renewal masque removes the top layer of skin**—and as promised with fruit enzymes leaving you with brand

new skin! This is the goal chemical peels but we were able to achieve it without the chemicals+! We use plants!!!

And I have to tell you here that this masque is **FREE** with the offer that Arbonne makes if you fall in love with these products. Also there is a **45 day money back guarantee**. Not only do you get to test drive them now, but if you aren't entirely happy within 45 days, you can return the products for a full refund, no questions asked!! But that rarely happens, and now you can see why!

[Intense Hydration Mask](#)

So far we have pulled the toxins and impurities out of your skin and removed the top layer of dead skin cells. Now we are going to **restore hydration and revitalize your skin**—you're going to love how soft your skin will feel.

Have them apply the mask and **gently massage** the face—leave on for approximately 10—15 minutes

This mask contains fresh mango cells, cucumber, birch leaf, watercress, clover blossom, St. John's wort, sunflower seed oil, pomegranate extract and carrot extract.

So while we are rehydrating your skin, let's continue with our education.

Also, some of us think that aging is genetic but listen to this... There are 2 types of aging:

[Aging—10% is Genetic 90% is Environmental \(card\)](#)

Genetic - 10% of visible signs of aging! It's genetics and the passing of time!

Environmental - 90% of visible signs of aging! It's what we do ourselves! It's environmental aging. The MOST FANTASTIC NEWS is that this means 90% of the visible signs of aging is within our control. YEAH!!!

Show Picture of Monk and Indian

Here is a picture of a monk who spent most of his time indoors and an Indian woman who spent most of her time outside in the environment. The article that was with the picture tells how old the monk is but not the Indian woman. Who can guess how old he is? ([Go around the table and let each person guess how old they think he is.](#)) He is actually 91—can you believe it?

THE AGING PROCESS

Major causes of accelerated aging - have them guess:

Sun exposure without protection (our foundation and day cream have SPF in it)

Products based in **mineral oil** (clogs and dries out the skin – we don't use it)

Environmental pollutants (Our products pull these toxins out and allow your body to naturally expel them because the skin is not sealed)

Lack of sleep (this is when your skin cells repair and rejuvenate)

Of course there is also **stress, smoking, improper skin care, diet, alcohol, husbands**, and even **kids**—imagine that!!! (smile)

3 MAJOR CAUSES OF ACCELERATED AGING (card)

The Johns Hopkins handbook for dermatologists and plastic surgeons, says that there are 3 major causes of accelerated aging:

- 1. Sun exposure without protection**
- 2. Products based in mineral oil**
- 3. Products containing animal byproducts**

So, who here wants to speed up your aging process? No? Good, because the products you are using are from our Swiss formulated Advanced Anti-aging skin care line that revitalizes the skin and reverses many of the signs of aging.

So now you all feel educated right? We want to be **safe** but we also want to **look our best**. So let's talk a little bit about what the Swiss understand when it comes to Skin and Plants!

APPLE

Picture of cut apple and oxidation

Any idea why one side has gone brown?

(some will say Oxidation..if they know have them share what it means...if they don't tell them..)

Oxidation really is the interaction between oxygen molecules and all the different substances they may come in contact with, from metal to living tissue. So in the case of this **apple**, it is **living tissue**, but why is one side brown and the other isn't?

(they may say..you put something on it!? Some will say product, some will say lemon juice etc.. Ask them..who has made fruit salad..?)

*Yes, we put **lemon on one side**. And clearly that has prevented the deterioration of it - or **OXIDATION**. **SO** what has the lemon juice done..?*

*It is an **ANTI OXIDANT**, if we put lemon juice, which is what..(Vitamin A, C and E) on living tissue, it prevents **OXIDATION!***

But **WHAT ELSE IS LIVING TISSUE?!** (We stroke our arms at this point!) YES! **Our skin!** So does it make sense if we put Vitamin A, C and E on our skin we will prevent the deterioration!! (commonly called AGING!!!?)

So, again, the Swiss have always understood this principle of Oxidation and if we coat the skin with **ANTI**

OXIDANTS our skin will not deteriorate as rapidly! So when you are in the shower using PLANT BASED PRODUCTS, as Arbonne, you are coating your skin with GOOD THINGS FROM THE EARTH versus dead animal fat and petroleum oil. It is a completely different experience from both a health and esthetic perspective! You can tell by these amazing results you are seeing for yourself!

Unique Delivery System (card)

First of all, we have a unique “**vitasphere technology**” that delivers nutrients and anti-oxidants to the cellular level. The only way to receive a cosmetic change to your skin is by reaching the cellular layer. That’s the only way to fix fine lines, pigmentation, blemishes, dryness etc.

Apart from laser, chemical or surgical intervention, there are very few cosmetic scientists in the international arena, who can achieve these types of cosmetic changes on the cellular level with skin care products alone!! This is what Arbonne offers—this “vitasphere technology”.

It’s like having your own built in sprinkler system...it waters your skin whenever you need it. That makes the **product self-adjusting**—which means that if you have oily or dry areas it will adjust according to what you need.

BOOKING COMMERCIAL #2

Who do you know that needs to hear this information? (Maybe a sister or a girlfriend, co-worker, or your neighbor etc. Can you think of anybody?)

You don’t have to worry about going home and repeating all of this. This is why we offer these private Ultimate Facial experiences. You can elect to have your own, and I will allow you to gift up to FOUR of your most favorite people with this amazing offer. Remember, this is \$150 per person if done in salons.

When was the last time you were able to treat your friends or family to something nice? Better yet – it didn’t cost you anything? This is exactly what we allow you to do, and there are fantastic special gifts for you as well!!!! And most of all, it’s fun...would you agree?

3 Categories of Skin Care

Show the 3 Categories Document

In the world of skin care, there are typically three categories—world wide.

Economy Skincare

The economy category is mainly American formulated products—they are heavily advertised (often with celebrity endorsements) and you will see many of them in supermarkets and some party plan companies. These companies tend to spend a lot of advertising and not as much on formulations and technology.

Premium Skincare

The premium category is mostly French formulated. Many of these lines you will see at the department store counters. These often have a famous celebrity as their spokesperson, but can be highly fragranced and still contain animal fats and mineral oils.

Ultra-Premium Skincare

These lines are Swiss formulated. Normally Swiss skincare is **extremely expensive and not readily available**. If you were wealthy and living in Europe you would regularly be visiting the Swiss Day Spa.

We formulate our skin care in **Switzerland** and also utilize world-leading technology from **France and Germany**. But, because we distribute our products through the Direct Selling Method and don't have to pay high advertising costs, we can now offer Swiss Skin Care at very affordable prices. Arbonne is only sold through independent **Arbonne Consultants and Appointment Only Businesses**. You will never see Arbonne sold through department stores, health food stores or supermarkets.

Show Marketplace Cost Comparison Sheet

Here are some common brands on the market. One of the ultra-premium lines is **LaPrairie**...check out the price tag on their anti-aging system!!

\$1751!! Arbonne has an incredible anti-aging line where you can get a COMPLETE system for less than it would cost you to buy ONE product with some of these other companies. **LaPrairie's Night Cream is \$580** and Arbonne's complete anti-aging line is **\$385**—and that's at full retail price!! And remember, I'm going to show you how you can receive a **50% discount!!!**

What is amazing—is that the same formulator, **Pierre Botiglieri** who formulated LaPrairie—has been a formulator for Arbonne for over 30 years.

So, why is Arbonne exploding all over the globe? Because Arbonne is in the Ultra-Premium Category but it is price competitive with many of those in the economy and premium categories—even at full retail price.

Direct them to take off their HYDRATION MASK!

Guests can return to the bathroom and rinse with tepid water or you can prepare moistened white wash clothes and heat in a microwave prior to the workshop and have them ready in a thermal bag. Guests love them!!! It is also quick and easy to let everyone stay seated while removing the masque.

After the mask is removed, have them again take a look at their skin in the mirror.

We have just finished using some of our specialty products now, we are going to finish your facial with what we use daily -our **LUXURY DAILY ROUTINE!**

RE9 TONER

Spritz a cotton round or square and give to each guest to apply the toner

This mist is packed with vitamins A, C and E and helps regenerate the **skin tone**, balance the **PH** level, tighten the **pores** and prepare the skin to **absorb** the rest of the products so it is KEY! Active ingredients include algae

extract, sea buckthorn oil which help to build collagen.

TRANSFORMING LIFT GEL

Okay, now time for our **FAMOUS face lift in a tube.** Put it on the back of their hand so they can transfer it to their face.

I would like for you to put this on the **right side of your face**, so we can remember and we are all doing it the same. Remember **right side for lift**. You can put it all over, on your eye lids, under your eye on the orbital bone, under your brow, all over the right half your face. For most of the products we will put them over the entire face, but for the lift and eye cream we only want to do half so you can see the difference. Now this gets even more exciting!

This advanced formula works quickly to make skin feel tighter and firmer both immediately and long-term. The lift gel has a cumulative effect, because skin has what we call cellular memory and over time it will “remember” where it is supposed to be. It is normal that you feel the tightening. It won’t feel odd once we do the next step but just take note of how you can feel it at work! Contains algae extract, polysaccharide, microalgae extract and peptides.

While the FACE LIFT IN A Tube is drying..

SHOW ANTI-AGING TOOL BOX

If you want a cosmetic change to your skin, key ingredients are going to make the difference.

Quickly go over the ingredients listed.

Let’s go over what have you just experienced.

We used two cleansers, the FC5 cleanser was used to remove your makeup and the environmental pollution that adheres to your skin. The second cleanser the RE9 deep cleansed the pores and removed the lipid layer (oil) so that the Intensive Hydration mask could penetrate deeper. Estheticians recommend double cleansing at night because it allows your night time hydration products to work so much better.

The New Cell Scrub manually exfoliated the surface dead skin cells with bamboo and jojoba beads and the enzyme, papain, further removed dead cells by digesting them and finished removing the lipid layer and the top layers of the epidermis. By allowing the mask to dry you received the benefits of our two clays Bentonite and Kaolin which pulled out the toxins from your skin.

The next step was the Cellular Renewal Masque which is a professional strength masque with glycolic, lactic and salicylic acids and active enzymes derived from pineapple and papaya.

Using the Scrub and Masque together creates a controlled trauma to the skin, which stimulates the skin to create more collagen and elastin.

Using these two products created a professional strength peel. To have a peel type product really work you must have a proper ph. Most over the counter glycolic type products have a ph of 7. The New Cell Scrub and the Cellular Renewal Masque have a pH that falls within the professional range of 3-4 on the pH scale which will give you a professional level peel.

Using these 2 products 1-3 times a week can produce remarkable changes in your skin.

We restored hydration with our Intense Hydration Mask with pomegranate extract and sunflower seed oil.

Our products contain 2 peptides and when they are combined, they act like a retinol without the common side effects of dry, flaky skin that sometimes happens when using Retinols.

SHOW PEPTIDES SHEET

Quickly go over information about peptides and point out some key benefits.

We have two Peptides in our products. Palmitoyl Oligopeptide and Palmitoyl Tetrapeptide-7. These peptides are the next best thing to retinol. Their main function is the restructuring of skin tissue. They increase collagen, elastin, hyaluronic acid and glucosaminoglycan production. They prevent glycation which is the process that leads to wrinkles and sagging skin. When these 2 peptides are combined they boost the growth of connective tissues and increase the production of collagen in the skin. When collagen is increased the skin can heal and rejuvenate itself.

Okay, time now for the next magic step!!

RE9 CORRECTIVE EYE CRÈME: STEP 7

Have them apply a tic-tac sized amount to ring finger, tap and gently smooth around entire orbital area of **RIGHT EYE ONLY—THE SAME SIDE AS THE LIFT!!!**

This exclusive blend **supports collagen**, reduces **puffiness** and **diminishes dark circles as it firms the skin around the eyes**. It also contains algae extract, stabilized vitamin C, marine lavender, yeast, alfalfa seed extract, hydrolyzed lupine protein and peptides.

Have guests [look at their eyes](#)

BEFORE AND AFTER OF EYE

She used the exact two products for 3 days that you just used and look at the results.

THE REVEAL Have them look in their mirror to see what THEY NOTICE about THEIR OWN SKIN!!

NOTE: Ensure that you reinforce that ALL the products have worked together to create these results! Without the initial products, like lemon juice on an apple, the skin would be clogged and the tightening products would not work!

If we get this right, we will have LOYAL CUSTOMERS even if the education part went in one ear and out the other!!

Okay, time to reveal!! I want you to look at your skin! What do you notice? Look closely at your entire face and especially the **difference in your two eyes.** Some people notice a dramatic difference and some only slightly (especially if they are young), but everyone loves the way their skin looks and feels.

HAVE THEM SHARE WHAT THEY NOTICE FIRST—versus pointing it out to them.

Could you feel your skin firming and tightening?

You stated earlier what you wanted to change about your skin. Now, given what you have learned and that this is just one application, do you have hope?

Have them look across at each other—directly across (depending on the light). If need be go to the mirrors in the bathroom etc. where the light is even.

RE9 NIGHT REPAIR CREME: STEP 8

And finally, our Cinderella Night Cream

Remember what **one bottle of La Prairie's night cream cost? (\$580)** Remember, same formulator!!

Give each guest a pea size amount of night cream on the back of their hand. Have them apply a smooth layer

ALL OVER FACE EXCEPT THE EYE AREA that was treated with LIFT and EYE CREAM

Often I get asked the question “Why can’t I just use one cream for both morning and night?” The reason is they have two entirely different functions.

While the day crème stays closer to the surface to protect your skin against the sun and the environment during the day, the night crème penetrates down to the cellular level to strengthen, firm and encourage cell recovery while you sleep—it’s the corrector!

This rich, ultra-hydrating blend of botanicals and concentrated vitamin C supports collagen and helps repair skin to restore a youthful appearance.

The Key ingredients include algae extract, sea buckthorn oil, kudzu, stabilized vitamin C, marine lavender, beech tree and peptides - Important to repair internally & externally; light treatment allows your skin to repair quickly resulting in faster results

AGE DEFYING NECK CREAM -- RECOMMENDED

Have your guests apply a small amount to their throat.

Your throat is like the stem to a flow and must not be overlooked. It is one of the first places that shows signs of aging. What would you like your neck to look like? Smooth, wrinkle-free, with tight/firm skin? This product visibly firms and tightens the décolleté and neck and diminishes the appearance of fine lines and wrinkles.

RE9 AVANCED ULTRA SOFT SKIN SET

Hydrating Body Lotion and Reactivating Body System

While Lift is drying have guest apply Serum to one arm and then the Body Lotion on top of the Serum.

This is anti-aging for the body. This system helps support collagen and elastin and repair sun damage. This system normally retail for \$93 but is only \$26 with a \$180 purchase.

Show arm and feet Before and After.

BOOKING COMMERCIAL #3

How does your skin feel? Now look at your skin in the mirror and at the person sitting across the table from you.

Don't you just love how this makes your skin look and feel?

I have a "killer deal tonight. . .I want to show you how you can save your face and save you're your money!

What you have experienced tonight would cost you up to \$150 for a SINGLE treatment. So thank ___ for gifting her special friends with it for FREE!

You have just experienced the ULTIMATE FACIAL but, what will you do every day to keep your skin in its best possible condition.

SHOW REMARKABLE RESULTS

When our RE9 Advanced products were introduced a few years ago—they were tested in clinical studies and look at the results! ([Quickly review the results](#))

100% of the people who tried these products would use them and recommend them to others!!

Dr. Peter Matravers, our senior vice president of product development, said that in all of his years of experience this has never happened before.

May I introduce you to our **Luxury Daily Routine—5 steps—6 products.**

What I love is that it takes only 2 minutes to do the whole routine.

Show Luxury Daily Routine—(Tote)

Take **one product out of the tote at a time** and tell them how they would use it and one or two positive benefits of each product.

For those of you wanting to experience the same results as the Clinical Studies—here are the **products that you would use on a daily basis**. Remember, the RE9 Advanced is very concentrated and you only need a **very small amount** of each product. You need to use much less with a pure product!! And, I love that the **pumps are pre-measured** so you always have just the right amount.

Take out Smoothing Facial Cleanser

This was one of the cleansers we used tonight.. It cleanses without stripping or drying your skin leaving you with soft, supple clean skin without feeling squeaky clean—and it's also safe to use around the eye area.

You will use this **morning and night** as your first step in your luxury, daily routine.

Take out Regenerating Toner

The second step is the toner and you just **can't miss this one**. Spritz a small amount on a 100% cotton round or square and wipe your skin to **remove any traces of the cleanser and pollutants that may still be on your skin**. I love the way my skin feels refreshed as it visibly tones, firms and smoothes the skin's surface. It also helps to **minimize pores** and has vitamins **A, C and E for antioxidant protection**. Its pH corrects your skin while it prepares your skin for the moisturizer. **AND**—it contains no alcohol. You will always use the toner immediately after the cleanser.

Take out the Intensive Renewal Serum

Next is the Intensive Renewal Serum. This incredible product has a powerful blend of clinically proven, collagen-supporting ingredients that visibly firms and lifts skin, while diminishing fine lines. The serum **allows for deeper penetration, preparing your skin to absorb the moisture**. How many of you have ever used a serum?—I hadn't until I used Arbonne's. You're going to love it!!

Take out the Corrective Eye Crème

Next is the eye crème—for that delicate area around your eyes. Remember to apply it just like we did for the facial—just a **tic-tac sized amount** to ring finger, tap and gently smooth around entire orbital area of both eyes.

It **moisturizes, supports collagen, reduces puffiness and diminishes dark circles!!!** It's amazing!! And, if you have any left over it makes a great lip balm.

Take out the Restorative Day Crème

This crème would of course be **used during the day**—a beautiful light crème that **moisturizes, hydrates, nourishes and protects**—while it **increases the skin's ability to hold and retain moisture**. And do you remember what is listed as the first major cause of accelerated aging?—right—sun exposure without protection. The Day Crème has an **SPF of 20**, formulated with a more natural Zinc Oxide so when you moisturize your skin in the morning you are automatically protected against the sun—I love it!!! Also, the moisturizer stays closer to the surface of the skin to **protect against the pollutants and environment**.

And—for those skin types that tend to be more on the dry side—Arbonne has recently introduced a new **Extra Moisture Restorative Day Crème**. So you can choose either one that would be best for your skin type

SHOW CLINICAL STUDIES OF EXTRA MOISTURE DAY CRÈME

Take out the Night Repair Crème

The final product in our Luxury Daily Routine is the Night Repair Crème. Often I get asked the question **"Why can't I just use one cream for both morning and night?"** The reason is that they have two entirely different functions. While the **day crème stays closer to the surface** to protect your skin against the sun and the environment during the day, **the night crème penetrates down to the cellular level to strengthen, firm and encourages cell recovery while you sleep—it's your corrector!** At night our cells start to feed and repair. If you sleep with your makeup on, it is like feeding our baby skin cells junk food and ages the skin by 7 days.

So there you have it!!—our amazing Luxury Daily Routine that you will want to use every single day for the rest of your life!!

In the morning—

- Cleanser
- Toner
- Serum
- Eye Crème
- Day Crème

At night—

- Cleanser
- Toner
- Serum
- Eye Crème
- Night Crème

And I promise you it will only take about 2 minutes!!!

Put the products back in the gold tote.

CLOSE

You have just experienced the **ultimate facial**, and have seen the **Luxury Daily Routine**. **Can you think of people who would enjoy this?** Again, I want you to know that my main goal has been to educate— and that you have had a **“taste”** of what plants can do for your skin! I have loved sharing all of this information with you and have seen the dramatic difference in your skin with the ultimate facial.

What have you heard tonight that would make you a more educated consumer? (Let them respond)
Sometimes I have to pinch myself that I am working because I get so excited to share information that can help women save their money and save their face.

I want to help you be able to go home and continue loving the way your skin feels and taking good care of it, without spending hundreds of dollars at a spa or salon. Would you like to do that?

Remember when I promised that I would show you our killer deal. Who remembers what the full retail price of our **RE9 Advanced Set** is? Right—**\$385!** And that is a deal even at full retail price compared to some of the other lines—remember those on our price comparison sheet that were up to \$3,000? The night cream alone with **LaPraire is \$580!**

Let me show you how **generous Arbonne is the first time you register as a consultant or preferred client—**
When you register as a consultant let me show you what you can receive for the price of the RE9 Advanced Set--**\$385 plus just \$35 more.**

INTRODUCTION OF PLATINUM PACK FOR REFERRAL CONSULTANTS

RE9 TOTE

Complete RE9 Advanced Luxury Daily Routine

Pick up and emphasize this is the start of their incredible offer from Arbonne.

Advanced Treatment Set—display products as you talk about them

Our treatment set includes:

FC5 Exfoliating New Cell Scrub—which we used as both a mask and a scrub, the

Intense Hydration Mask—which restores moisture and revitalizes your skin,

Instant Life Gel—the magical face lift in a tube, and the

Collagen Support Dietary Supplement—which Dr. Peter Matravers said you will receive results twice as fast if you take the supplements along with using the anti-aging products.

FC5 Shower Set—display products as you talk about them

Body Cleanser—remember when you washed your hands in the bathroom before we started the facial? The Body Cleanser can be used in the shower every day keeping your skin soft, supple, and pH correct.

The Shampoo and Conditioner—I have to pass this around to you so you can smell the fresh fruit scents and know that it is animal free and so concentrated that you only have to use just the smallest amount.

Finishing Set—display products as you talk about them

Primer—How many of you have used a primer? I hadn't until Arbonne introduced this one and it is my absolute favorite product in the entire cosmetic line. I like to call it **liquid velvet** and you have to feel it on the back of your hand. **Let them rub it on the back of one hand so they can see and feel the difference between hands.**

It **smoothes** your skin, **minimizes** your pores, and literally creates a **silk canvas** on your face so that any makeup you put on just **glides** right over your face! Unlike other primers on the market...ours is loaded with **nutrients and vitamins**.

Perfecting Liquid Foundation—with an SPF of 15—this foundation **evens** out your skin tones, it's **anti-aging** and it's **breathable**...so you won't even feel like you have anything on your face—but you will look beautiful. When we meet together after I will **match your foundation** to make sure you have just the perfect color.

Bronzer—Everyone raves about our bronzer. It has a beautiful, **natural pigment** so it won't **ever go orange** on you—gives a sun-kissed look. Three great ways to use it:

1. Fill in **tan lines**
2. Perfect **blush** to add color to your cheeks
3. Dust across your face to give you a **sun kissed look**...especially during those long winter months!

Tip—After applying the brush with Bronzer—give the brush a quick swirl on the mirror, or tap it on a tissue. Never go straight from the pallet to the face.

Mascara—our triple action mascara is **smudge resistant, volumizes, lengthens and defines**—all without harsh chemicals. Be mindful to get as much product off your brush as possible, but be sure not to pump your mascara. it goeey! Every woman needs to replace her mascara at least every **2 to 3 months!**

Ultra-Hydrating Hand Crème—with the ultra-lightweight formula leaving your hands soft and supple without feeling greasy.

RE9 Cellular Renewal Masque—as a special bonus to complete the products you will need for your “ultimate facial”. This is our secret weapon to exfoliate the dead skin cells with safe **enzymes** from **pineapple** and **papaya** instead of harsh chemicals.

So—can you believe it? For just the price of the RE9 Set--**\$385 plus \$35** (a total of \$420) you can receive all of these products—total **retail value of \$916**. When you register as a referral consultant in addition to the \$420 you only have to pay the **registration fee plus shipping and state tax and you can continue to receive a 35% discount for and share your savings with family and friends which will allow you to enjoy deeper discounts for the next 12 months**. This helps you support your new Arbonne habit. These products can be very addictive.

Pass out Ultimate Value Pack Form For Consultants

You can also become a Preferred Client with Arbonne for just \$24 and continue to purchase products at a 20% discount. As a preferred client you can receive your Luxury Daily routine which retails for \$385 for only \$240 plus an additional free product of your choice. Now, I'm sure you are thinking that's a great deal but what about the additional products that we used tonight in our Ultimate Facial I want those...! Well, what most people do is start with the Ultimate Value Pack and get \$385 for only \$240 and then have their own Private Ultimate Facial and I will allow you to treat up to 4 of your most favorite people to this experience like _____ did and earn additional treatment products for free and up to an 80% discount.

[Pass out the Ultimate Value Pack for Preferred Clients](#)

As you can see...you can spend money, you can save money and I also want to let you know, you can earn money! I don't know where I caught you today. I don't know if **you are looking**, or **someone you know might be looking**, for opportunities to make that extra **\$300** a month, maybe **\$3,000** or even **\$30,000**.

As I shared earlier, I'm here today because this business has **transformed my life!** It has given me and my family **options** that we could never have had if it weren't for Arbonne. (Take a minute or two and **share** what you have enjoyed because of Arbonne) We are looking to expand our marketing team—not only here **locally**, but across the **US, in Canada, Australia and the UK**.

So, if I **intrigued**, and you would be **open** to receiving some information about how we make an income with Arbonne, you can let me know when we meet together and I would be happy to **direct you to more information**.

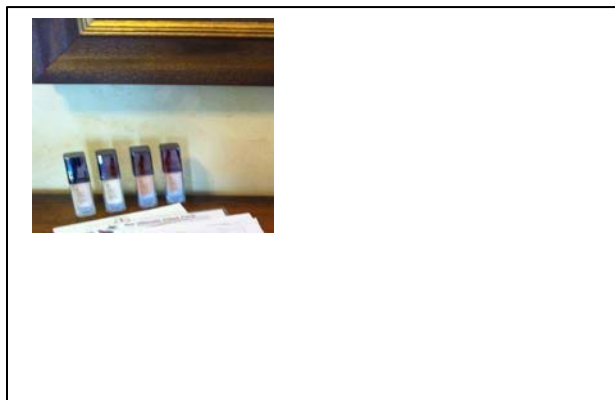
I would love to **give** you a copy of our latest **catalogue** so you will have it for a reference.

When you come to meet with me, please bring your [catalogue](#), [Ultimate Value Pack Form](#), [Client Profile Sheet](#) and your [referral card](#).

Whoever is ready first, I'm ready to answer your **questions** and treat you to a **color match** of Arbonne's Anti-Aging Foundation. It's light as a feather and you won't even know you have it on your skin. It may or may not be something that you will want to take advantage of now, but we can **select your color for future reference**.

TRIPLE CLOSE SET UP

At the kitchen counter or coffee table have you closing station. Place 3 STACKS to work through with each guest at your workshop.



This is what your stacks should look like.

SALES STACK: Order forms, Preferred Client Applications, Platinum Package form, Ultimate Value Pack form, calculator for orders to be placed

SCHEDULING STACK: This stack has your open date calendar ---where you will ask every person one-on-one to do a get together with a few of their friends.

PROSPECTING STACK: this has the Arbonne Brochure that you will hand to them and ask them “would you be open to learning a little more about Arbonne’s income” then, give them the brochure and book a coffee date with them in 24 to 48 hours!

And, AGAIN **IF YOU DO ALL 3 OF THESE GOALS** at a Workshop ---YOU HAVE A **TRIPLE CLOSE!** You are maximizing your workshop!

With the person who may have to leave first.

How is your skin feeling Joan? Let’s see what foundation works the best for your skin tone?

If they do not use foundation - I TOTALLY UNDERTAND! Was it because you didn’t like the feel of it? Would you humor me Joan? Remember when we talked about mineral oil that seals your skin? That is very common in most foundations!

Our foundations do not contain mineral oil or animal fat so you cannot even feel them! EVERYONE comments that they don’t even notice it! Are you open to see what you think? We also have a Mineral Powder foundation if you prefer that option!

You can use **Rosey Beige** (for pink undertones), **Neutral Beige** (yellow undertones and, **Honey Beige** (regular undertones). **Medium Beige Mineral Powder** is a huge favorite! (It is helpful to have additional foundations at least the first 8 if you can)

I think you may be _____, you may not think it is the right color at first but let it just blend into your skin, it self-adjusts to your skin type. It’s amazing.

How does it feel - can you feel it? If they are not used to using foundation, ask them: Can you see yourself liking it?

SALES STACK

Let's look at your wish list! **May I go ahead and start helping you with your order?** Are you interested in the **Platinum Package? If not...Would you like to start with Ultimate Value Pack Preferred Clients?** Refer to the Value pack that they are interested in and go over it with them and answer any questions they may have. If they say they are interested in the Consultant Value Pack go over with them the requirement for maintaining Consultant status.

Also make sure to offer them the Opportunity Brochure and set up a coffee appointment. If they are not interested in either Value Pack—work with other options—preferred client with \$150 order or client...

SCHEDULING STACK

When you finish up with her order—transition to the next stack—which is the scheduling stack. **Pick up your clipboard with the open date card on it and hand it or hold it up to her.** Now as she is looking at it she's holding onto it because anytime when you hand another person something they're always going to reach for it. So she's reaching for your clipboard and you say these words.

Joan, remember when I told you that you could have your own Private Ultimate Facial and that you could treat up to 4 of your friends. What would work best for you a weekday or a weekend?

When she says which one she wants—you say—**Great, here are the dates I have available—and you release your clipboard to her.** If she says she had better check her calendar—say no, **let's go ahead and pencil it in.** Who are the 3 key people you would love to come? Let's check with them and see if this is a good day because they are going to want to know the date so they can see if they are free. If we need to change later we will, but let's secure your date because you might pick a date that I am not available. Schedule a time with her within the next 2 days for you to talk about the details.

Note: Your prospective hostess can text her three key people right then if she is a texter. In her text have her say, "I get to treat 3 friends to a free \$150 Ultimate Facial on (date). Are you in?" That will let you know if you have picked a good date right then.

As she is writing on the clipboard her date for the workshop, transition to your third and final stack. Pick up the prospecting packet as she's finishing up with the clipboard and then as she hands the clipboard back, instantly start handing her the Opportunity Brochure.

PROSPECTING STACK

Make sure your Opportunity Brochure looks beautiful—tied with a ribbon.

Joan, I have a gift for you. **Would you be willing to hear a little bit more about Arbonne's income?**

If the person isn't interested just take back the packet and place it back on your stack. This will keep that person very curious and it's surprising, people want what they can't have and so by your taking it away from them and putting it back on the stack that makes the person want it more.

If she says yes, then say great, and you release the brochure to her and say: **look this over** tonight and **let's go for coffee tomorrow.** Do you have one o'clock available? I'd love to chat with you and make sure you have all

of your questions answered. And that is something you've got to have in your head before you hold your workshop that day is what days and times that you're available for a coffee chat with this prospect. That way it looks very nonchalant and not planned or programmed.

Later that evening, **text the prospect** that you have the coffee date with and tell her how much you enjoyed meeting her and how excited you are to get together with her the next day. This will help keep the coffee dates.

If she is hesitant about time..or seems resistant— I am very careful about who I invest my time with so just know that I am not about convincing but exploring with you if this would be a fit. It may or may not be but at least you will know what your options are.

Closing Your Hostess

Sponsoring your hostess—sit down with her at the end of the workshop if time allows or schedule a separate appointment to let her know what she has earned and see if she is willing to learn a little more about Arbonne's income. If she is then leave her with the Arbonne Opportunity Brochure.

Time is short right now but I would love to meet with you and talk about your rewards that you earned. We need to close your event and get your guest's orders in so they can quickly receive their products. Also, ___ would you be willing to learn a little more about Arbonne's income. I just want to make sure that you know you are aware of your options. about all of your options. May I leave this brochure with you tonight and let's get together tomorrow and answer your questions and see we what would be the best for you.

If she is open to the opportunity make a coffee appointment to meet with your hostess in the next 24 to 48 hours to let her know what she has earned and close her event. At your appointment go over the following 4 benefits of hosting an event and proceed with the Coffee Appointment outline.

At your telephone or in person appointment say, "There are 4 benefits to hosting an Ultimate Facial event"

1. **Hosting rewards and you have earned** _____ (Go over what she earned from her sales total that night ...\$125 for \$25 she earned for every \$250 she had in orders plus her free product and half priced products)
2. **Commission** and I earned _____ so thank you very much. Not bad for leaving my house for a couple of hours--\$50+ an hour and I love my job.
3. It probably doesn't mean that much to you but it's called sales credit and I got ___ in sales and I am going to turn that into my company and I will get ___ towards trips, prizes and promotions. **So, _____ this was very successful and again thank you very much.**
4. **Future business**—I scheduled two Ultimate Facial events with your friends and now I want to tell you that I can go and do them and I will make anywhere from \$150 to \$250 a night being there with your friends or, _____ if you wanted to become a consultant those events could be yours and you would earn that commission. So think about it—**you** would earn the **hosting benefits** which we just talked about and **I** will get the **commission and the sales credit** but the events could be the start of a really great business for you. So, _____ what do you think.

Note: Do not give your hostess the bookings that you got that night unless she is willing to jump in and do 6 workshops in the next 30 days or you will lose that booking chain.

