

## SUCCESSFUL 1:1 APPOINTMENTS

Most one-on-ones will be a second exposure, because you will have already:

- a) Met a guest at a presentation that expressed interest in the business -or-
- b) Shared either a sample pack\* or a full-size set (VIP SERVICE)

\*If you've given them a sample, use the green sampling bag (found under consultant business aids) and enclose a catalog, an opportunity brochure and the "Is Arbonne For You" flyer. (bus. aid: #3730 25-pack, \$5)

### Example Verbiage:

"Mary, I'm giving you a 3-day supply of our famous Anti-Aging RE9 using orange stem cells and the latest technology in high-end skin care. I've also enclosed our catalog, but keep in mind most people shop as either a Preferred Client with 20%-40% off, or as a Consultant with 35%-50% off and an opportunity to earn an income. I'll go over this more with you when we meet for a "Take A Look" appointment.

*TIP: Make sure you have the 1:1 appointment booked before you leave a green sample bag or a VIP SERVICE set.*

*You can meet anywhere! Your home, their home or work, coffee, shop, and even Zoom™ or Skype™ if they are long distance. (Reminder: make sure to let them know this should take about 20-30 minutes).*

### What to bring to your appointment:

- "Is Arbonne for You" (laminated)
- Your 3-ring binder; mobile office
- Tablet, smartphone or PC
- Catalog
- Full-size RE9 set in beige tote & any other favorites, plus a detox tea bag and fizz sticks.

Arrive Early. Be Professional. Dress Nicely. Start on time. If location allows offer a tea or fizz stick.

- During the appointment: smile, listen, 'tune in' to the prospect.
- Begin with utilizing the questions at the top of the "Is Arbonne for you" document.
- Listen and compliment them and gently assure them that Arbonne would be a perfect fit!
- Show the 1-minute Arbonne Mission video on your device.
- "Mary, I'd like to show you this 1-minute video to give you a feel for the Arbonne brand."
- Then follow along the document's bullet points. *Tip: if they've been to a presentation or Facebook Live! event, you can spend less time on the Arbonne history & products they've already been introduced to.*

### Listen

If they are definitely 'leaning in' and are showing curiosity about adding more income, then follow their lead. During the compensation section (towards the end of the document) say: "Mary, can I show you the money? (in a fun way, like Jerry Maguire movie).

"Keep in mind that these are averages. We have an ICCS (Independent Consultant Compensation Summary) to verify. Of course some make less and some earn more. These numbers reflect only our overrides and bonuses you receive for building a Network. It doesn't include the commission you earn when selling products to your customers and Preferred Clients. OK? So for instance, the first level of management, District Manager, this is just the 'starting blocks' for leadership income. It's common for your compensation from your commission to be much higher than what you'll earn in overrides. Mary, I'd like to show you this other 1-minute video so you can get a feel for what type of people do Arbonne." (show the 1-minute 'Arbonne Family' video)

### Where do you see yourself?

- "Did everything I share with you make sense?"
- "Out of everything I shared with you, what excited you the most?"
- That's awesome! So, WHERE DO YOU SEE YOURSELF? (Then review the 3 ways)

*Make sure to be quiet and listen.*

*Personalize your close based on their response.*

Become a Consultant: "Great, let's get you started!" (Go to your personal website on your device and click on Join Arbonne. Click on: Become a Consultant.)

"I'd like to review our suggested sign-up order." (in your mobile office, follow the script and sign them up based on what they choose) Don't forget their free gift! Then, direct them to the spiritwings.com website and the welcome to the team 1-2-3 to watch their first video for their gift from Donna! Also, set-up their personal strategy session to launch their business – find out when they can view the Rise Of The Entrepreneur Documentary. This complimentary link expires in 3 days so encourage them to view with their spouse/significant other quickly.

Become a Preferred Client: "You'll receive these ASVP's at 40%-off, plus you can pick a free product, isn't that fantastic?" "Which ones would you like to start with?" "Great! Let's schedule a fun "healthy happy hour" so your friends can be introduced to Arbonne too and I'll have even more gifts for you!"

Let them know if anything ever changes and they'd like to 'upgrade' the PC shopping experience to an opportunity to earn an income, to be sure and let you know. Also ask, "Who do you know that would be great at this business? I'm always looking for referrals!"