

Arbonne Ultimate Facial Script

Set-up before guests arrive (10 minutes): Make sure you are fully prepared BEFORE the first guest arrives. Have a mindset of service and fun!

- Play instrumental "spa-type" music in the background to enhance their experience.
- Serve very light "spa-type" refreshments such as: ice water with a slice of orange, lemon or cucumber served in wine glasses, grapes, strawberries, wine and any other Essentials products you'd like to serve, i.e. homemade protein bars, detox tea, fit chews.

Place Settings for Each Guest (6): (you can get these at the Dollar Store/Target, etc.) Placemat, Small Standing Mirror, Headband, Small Plastic Bowl, 1 dry washcloth or paper towel, 4 moist washcloths per guest (put in thermal bag to keep warm), Ultimate Facial Guest Instructions (put in page protector), Close Sheet/PC Free Product List (1 per side, in page protector), Guest Profile, Pens

Place on Table:

- **FC5:** O/C Wash, N/D Wash, Exfoliating New Cell Scrub, Intense Hydration Mask, Deep Pore Cleansing Mask, Eye Crème, Night Crème
- **RE9:** Smoothing Facial Cleanser, Cellular Renewal Masque, Toner, Eye Crème, Night Crème
- **Calm (if you have):** Cleanser, Serum, Lotion, Eye Gel (remove top plastic piece w/roller ball)
- Small Plastic Spatulas for sampling: RE9 Cellular Renewal Masque & Night Crème, FC5 Eye & Night Crème, Calm Eye Gel
- Makeup Primer
- Unwind Mist to spray washcloths at Step 4 (FC5 10 minute mask)
- Plastic basket to place used washcloths in after the 1st four steps

Set up on side:

- Thermal lunch box with warm, moist washcloths (4 per guest); reheat in microwave if needed
- Awaken Sea Salt Scrub by the sink
- Fizz Sticks (Citrus or Pomegranate) for sampling during Step 4 (FC5 Mask)
- 3 oz plastic cups for sampling Fizz Sticks
- Before & Afters of Kay and Anna Joy
- Small gift for Hostess (travel size shampoo/conditioner/body wash/lotion, or purchase a full size product, i.e. FC5 hand/foot crème, Awaken Salt Scrub, using your \$125 for \$25)
- Gifts for Left/Right Game (and optional Mini Purse Booking Game): Order your choice of Samples from Business Aids - Makeup Primer (#7582), Pure Vibrance Shampoo & Cond (#4807), Pure Vibrance Mask (#4808), Mini Hand Crèmes (#9168) and Foot Crèmes (#7464). Put sample in with your business card in a little organza bag (nashvillewraps.com) or small paper gift bag with tissue.
- Order Forms, Catalogs, Calculator, Open Date Card on cute clipboard, Host Planners (#2872), Prospect/Curiosity Folders or Arbonne Opportunity mini booklet (#2538)
- **OPTIONAL:** iPad/Laptop to play videos/take orders (If you have a laptop, iPad - Set up ABC News Video beforehand so guests don't have to watch the commercial).
- **OPTIONAL:** Mini Purses (6) (if anyone asks what they're for, tell them that you'll explain at the end) ~ 4 empty, 2 with "Enjoy your Free Gift" (Order purses at www.expressyourselfonline.com) If they win a Free Gift (get whatever fits in your budget - see above for ideas), bring it when they have their get-together.

Meet and Greet (as guests arrive...10 minutes) Do sea salt scrub by the sink and & questions Introduce yourself, thank them for coming, ASK QUESTIONS: How do you know the hostess? Where do you work? Do you stay home with kids? How many children do you have? What do you do in your free time? etc. *Try to uncover a need for more time, money, purpose. Have them get food/drink, invite them sit at any place setting and complete the Guest Profile.*

Thank you (2 min) If launching a new business partner: Thanks so much for coming tonight to support ___ with his/her Arbonne business.

- I am so excited to partner with ___ and she/he is a great asset to our team! I am looking forward to helping ___ build her/his business and I know it won't be long before he/she has earned her/his white Mercedes Benz from Arbonne!
- We are going to tell you why ___ decided to start his/her business with Arbonne and what makes our products different.
- _____, why don't you share with everyone a little bit about your favorite products and why you decided to get started with your business? *(let new consultant share).* Great!

If regular Ultimate Facial: First of all, I'd like to thank _____ for inviting you all over. I met ___ through ___, and just for hosting our Ultimate Facial, I'd like you to give you this ___ as my thank you.

CONTINUE: I'd also like to thank all of **you** for coming. Tonight is all about you! You are going to love experiencing this spa-quality facial with Arbonne's Swiss, Ultra-Prestige and Vegan Certified products!

Just as a little ice-breaker and to get to know each other a little better, I'd love for us to go around the room and share, if you'd like, the answer to this question: "If I could wave a magic wand and grant you one wish for your skin or your health, what would it be?" *You can start to get things going..."I know for me - I'd like to ___ (lose 5 lbs, get rid of wrinkles, dark circles). That's my wish, but I'd love to hear from you."* **LET GUESTS SHARE.**

Your "I" Story (3 mins. MAX) Now, really quickly, I'd like to tell you a little about myself.

- My name is ___, and I've been with Arbonne for ___ **days/months/years**.
- I am **married/single/kids** and I have lived in ___ for ___ **months/years**.
- My background is in ___ and I currently ___. I was introduced to Arbonne by ___ and initially I thought that Arbonne was ___ - I never saw myself doing something like this.
- I was **excited/afraid/a little nervous** ___, but I really ___ **(wanted to change my situation/fell in love with the products)**.
- I decided to start my business because ___, and I'm so happy I did because **I will be able to ___ / I have had the opportunity to ___** because of my Arbonne business.
- I am on track to ___ **(promote to the next management level / earn ___)** and I feel so much better knowing I am ___ **(building a significant second stream of income/a plan "B")** that I can work into the nooks and crannies of my busy life. Not to mention, I'm having a ton of fun doing it!

The Arbonne Advantage (2-4 mins.)

So, how many of you have heard of Arbonne before tonight? (*let them answer*).

- Arbonne has been the "best kept secret" for over 30 years - we have just 1% brand awareness in the U.S.
- My job is to share the Arbonne Advantage. We are really passionate about letting people know why they'd want to switch their brand and shop with Arbonne.
- We strive for products that are pure, safe and beneficial - meaning that they're toxin-free and they deliver results - it doesn't matter how safe it is if it doesn't work!
- Most everyone is looking for cutting edge anti-aging skin care - we just don't want it giving us breast cancer! So that's what we are: SAFE and EFFECTIVE!

Arbonne self-regulates according to the world's highest ingredient standard, the European Union, where they have banned over 1200 chemicals from their personal care products. In that same time period, the FDA has banned just 10. **Optional: Play ABC news video:**

<http://abcnews.go.com/WNT/video/untested-chemicals-beauty-products-16247696>

- All of our products are made here in the U.S., which is SO important to me because it supports our country's jobs and U.S. families benefit when you purchase Arbonne.
- We are also animal-friendly - We are Vegan certified, PETA approved, and we have never tested on animals or used any animal products.
- And we are eco-friendly. We are one of the most "green" companies in our industry. We have recyclable packaging and we're the only company to have received an award from UPS for being "carbon neutral". So our products are also safe for our environment!

The FACIAL (35 minutes)

So, now that you know a little about the quality that goes into our products and the high standards our products live up to, it's time for a true hands-on experience with our Ultimate Facial!

- There are salons all over the country that carry Arbonne products, and this exact facial is done for around \$150, so you're in for a real treat!
- Tonight, we're going to do an exfoliation treatment, a micro-peel and an intense hydration or a deep cleansing treatment. **This 7 step facial is a special treatment you'll do just a couple times per month, so at the end, I'll show you some really great deals on the products you'll use every single day.**

So grab your headbands and look in your mirrors. Take a close look at your skin - notice your pore size, little lines, and the moisture content, because you're going to see all that change after we've completed the facial!

- You can see your moisture content by taking your finger and lifting up on the side of your cheek (*show them how*). If you see little cross-hatch lines - those are dehydration lines.
- Take a look at your menus to decide which products you'd like to try - our RE9 anti-aging or our FC5 basic line for oily/combo or normal/dry skin. If you have very sensitive skin or if you're using Retin-A, let me know. We'll have you skip a couple of steps, and you can use our Calm line that is gentle, allergy-tested & fragrance free!
- While you look, I'll get some water for your bowls and we'll get started!

*****To keep the facial moving, read the bullet points while you give each guest the product*****

Step 1 is The Cleanser (Pea sized amount - RE9, FC5 or Calm):

Moisten your fingertips with some water from your bowl, and gently massage this all over your face using circular motions.

- As we move through the facial, you'll notice we only use a little bit of each product. This is because they are very concentrated. A little bit goes a long way, so our products will last much longer than most.
- If you'd like it to lather more, just add a little more water from your bowl with your fingers.
- Our cleansers are safe for your eyes, and they remove everything, including eye makeup, unless it's waterproof.
- All of our cleansers are pH correct, so they cleanse without stripping or drying your skin.
- This is so important, especially for children. Often, when a child has eczema, baby acne, or cradle cap, it's typically because they're using a cleanser that's not pH correct. Just one simple little thing can make a huge difference.

(Give each guest a warm washcloth from the thermal bag) Now, take your washcloth, lay it on your face, lean back and relax for a minute, then remove the cleanser from your skin. When you're finished, place your washcloth in the basket in the center of the table.

Step 2 is our FC5 Exfoliating New Cell Scrub (Pea sized amount)

You'll want to wet your fingers again using some water from your bowl, and gently massage your face and neck with this - be sure not to get it near your eyes. Focus on your nose and chin area, anywhere you're prone to blackheads.

- If you are using Retin-A or have sensitive skin, you can try this - just use more water.
- It's normal to feel some tingling and to experience some redness with this product. If it's really intense, you can try using a little more water with it.
- This product will buff off dead skin and refine your pores. Don't you love the smell??

(Give each guest a warm washcloth from the thermal bag) After you've gently massaged your face, go ahead and lay your washcloth over your face, then gently remove this scrub. When you're finished, just put your washcloth in the basket.

Next is Step 3 - The RE9 Cellular Renewal Masque (Pea sized amount-use spatula)

You are going to LOVE this product...this is absolutely one of my favorites! If you are using Retin-A or have very sensitive skin, you'll want to skip this part *(if you have it, use the Calm Serum for sensitive skin - you can also use this if someone gets really red to calm their skin).*

This is like going to the spa and having a chemical peel, but without the chemicals and without the peeling for days afterward. You can use this a couple of times per week, and it dissolves the dead cuticle on the surface of the skin.

- No water is needed when applying this
- You'll smooth this on over your skin - don't rub it in - just lay it on the surface.
- Make sure you avoid your eyes and we'll leave it on for about 3-5 minutes.
- Some people will experience some heat and intense tingling with this mask. It's normal for everyone to have varying degrees of redness, and some will have no redness at all. Typically, the thinner your skin, the more intense it is.
- If it becomes uncomfortable, just take your washcloth and remove it.
- This product has a pineapple enzyme in there, which works so well to remove dead cells, fine lines and wrinkles. Here's a fun fact: Workers harvesting pineapple have to wear gloves to protect their hands because the enzymes in pineapple are strong enough to wear away their fingerprints - "wiki" it and see for yourself!

(<http://creationwiki.org/Pineapple> bromelain is strong enough to wear away fingerprints.)

You can use your washcloth/paper towel to wipe off your hands, and while we wait for this mask to dry, I have a little story for you - and a game! I've got a little gift here that you can take home tonight if you are the winner.

Here's how it works: I'm going to tell you the Arbonne story. Each time I say the word "left", pass the gift to your left. And each time I say the word "right", pass the gift to the right. The person holding the gift at the end of the story is the winner. OK...here we go!

Arbonne's philosophy is to provide pure, safe and beneficial products. Arbonne products combine the best of science and nature, using the purest and finest ingredients that perform to get the **RIGHT** results. **RIGHT** next to pure and safe is Arbonne's third philosophy--beneficial. It's just not **RIGHT** to spend money on products that don't work, **RIGHT**?

Over 30 years ago, our founder, Petter Morck knew that most products being **LEFT** on people's skin were not the healthiest for them. Our skin is the largest organ of the body that protects all the other organs. Did you know that ingredients **LEFT** on the skin get absorbed into the blood stream within 26 seconds? You might be asking yourself, what are the ingredients that should be **LEFT** off of our skin? That is a good question!

For starters, a common ingredient in most skin care is **MINERAL OIL**, which is simply highly refined crude oil. Using mineral oil on the skin is similar to covering your skin in plastic wrap! It creates a barrier on your skin that does NOT allow ingredients to be absorbed. That barrier does not allow toxins to be released from the skin either. That's just not **RIGHT**! Second, mineral oil dehydrates skin by pulling water and moisture **RIGHT** from the bottom layers where skin is regenerating. Signs at marathons warn runners against using products containing mineral oil before a race because it impedes respiration.

PARABENS are another ingredient that are just down **RIGHT** bad! Parabens are a preservative that have been linked to breast cancer. It is not easy to find products without parabens or mineral oil, but it is so important to your health to be sure that these are **LEFT** out of your products. Go home tonight and check your labels! You will be amazed how many of your products contain parabens and mineral oil!

Arbonne products also preserve the skin's pH. They often help those who struggle with sensitive skin, eczema, acne and rosacea because they are all formulated to protect our skin's acid mantle. We call that pH correct, or should we say, pH **RIGHT**?

Last but not least, let's talk about **ANIMAL BY-PRODUCTS**. Did you know the most prestigious cosmetic companies in this country purchase ingredients from Rendering Plants? Does anyone know what a rendering plant is? These are collection centers for animal **LEFT**-over parts from slaughterhouses, road kill, euthanized animals and old restaurant grease. Cosmetic companies use the rendered, greasy by-products for lipstick, eye make-up, foundation, facial creams and soaps. These animal by-products still contain hormone altering chemicals and toxins, and 97% of the skin care and makeup sold contain animal fat unless the bottle says otherwise. All of these ingredients are not **RIGHT** for the skin, and you won't find them in any of our products. So, get ready for the big finish! Arbonne is the **RIGHT** company, with the **RIGHT** philosophy, the **RIGHT** ingredients, and the **RIGHT** products that give the **RIGHT** results. Aren't you glad you're not **LEFT** in the dark anymore about what's not **RIGHT**? *The End!*

So, whoever is holding the gift is the winner! And now it's time to remove this mask.

Give each guest a new warm washcloth. Again, just lay your warm washcloths over your face, and then remove this mask. When you're finished, put your washcloth in the basket.

Keep in mind that it's normal if you see some redness after this mask. In the morning, that redness will be gone, and your skin is going to look and feel great.

Step 4: The Intense Hydration Mask or the Deep Cleansing Mask (Dime sized amount),

Next is your choice of the Intense Hydration or Deep Cleansing mask, depending on what you need right now. At different times, people need different things. So it's not always based on skin type.

- Again, with masks, you don't want to rub them in - just smooth these on your skin.

- I typically recommend the *Intense Hydration Mask* because after you use the cellular renewal mask and take off those layers of dead skin, it's good to calm it down with the hydration mask. If you're using Retin-A or have sensitive skin, you'll want to use this mask.
- If your skin feels a little dry or you feel like you need some hydration, this one pumps your skin full of moisture and makes it look more alive and vibrant. You can put this all over your face, eyes, and lips.

But maybe you feel like you need a deep cleansing, or you have oily skin or large pores. Then you may want to try *The Deep Cleansing Mask*.

- This is a clay mask that will draw out impurities and excess oils, and will refine your pores for clarity and a revitalized appearance.
- It will dry onto the surface of the skin, and with repeated use, will draw out blackheads.
- It is normal to feel intense heat and strong tingling because your pores are open. It will dissipate after a few minutes, though. It's also normal to experience some redness with this mask. This mask is strong, so be sure to avoid your eyes and lips.

After applying the mask, go ahead and wipe off your hands with a little bit of water and your washcloth.

While we wait for this mask to dry, I'm going to give you all a sample of our *fizz sticks*.

If you have mobile device, while you mix fizz sticks, play Tarrah Brandsma's Adventures in Arbonne: http://www.youtube.com/watch?v=0vCOhD99tIs&feature=player_embedded

These are a healthy energy drink that you mix with water. *Mix up fizz sticks using cold water (or add ice) and pour each guest a sample cup. Say this as you hand out the samples:*

- These will give you "calm" energy (great for when you "hit the wall" in the afternoon).
- Come in citrus and pomegranate flavors.
- They are all natural, have only 12 calories per drink and have less than 1 gram of sugar with NO artificial sweeteners (vs. a can of Coke which has 140 calories and 39 grams of sugar).
- And they're super healthy - just one drink contains the same amount of antioxidants found in 3 cups of green tea!
- They also contain chromium and B Vitamins, which reduce depression, fight fatigue and headaches, and reduce sugar cravings!
- These are a great alternative to expensive coffees, energy drinks, Gatorade and diet soda.
- And they're super-convenient, in ready to mix packets. You can keep them in your purse or desk and just pour it right into your water bottle.

Most people think of Arbonne as just a skin care and makeup company, but we also have an incredible line of Vegan, Gluten Free, Wellness and Nutrition products that are life changing for both men and women.

- This is a safe and healthy line that helps to stabilize blood sugar and addresses overall health.
- If you'd like to lose 10 pounds, 100 pounds, or just feel better and have more energy, you'll love this line!

These are some before and after pictures of a couple of women who have had life changing results. (*show before and after pictures of Kay and Anna Joy*).

- The top picture is Kay Gish. She had raging migraines, felt sluggish, had no energy and had slight depression. She really struggled through every day with her health. You can see how much inflammation she was carrying.
- The bottom picture is Anna Joy Jeffrey, who is just 19 years old. She too struggled her weight, energy and alertness, and had tried several different "diets" before trying our 30 Days to Fit.

30 Days to Fit is a wellness line that you will lose weight with, but it's mainly about getting healthy and increasing your energy levels. It works by detoxing your body from allergenic and addictive foods.

We're so passionate about sharing our products with others, and we do two kinds of Arbonne gatherings.

- One is what you're experiencing tonight - the Ultimate Facial. You may know some of your friends who would love to do this, so you might want to have a few friends over and host your own Ultimate Facial.
- Or you may want to host a Wellness Workshop. We blend up protein shakes - like a Reese's cup shake or a Junior Mint shake - you pick the recipe you want your friends to try.
- Everyone gets to taste our wellness products, including protein bars, detox tea, the fizz sticks, and our fit chews.
- So at the wellness workshop, everyone is tasting and learning about health and how to detox their bodies by making healthier choices.

They're both a lot of fun, and we have a very generous host rewards program! The average Arbonne host gets \$175 in products for just \$25 (Optional: or FREE) with a \$250 event!

Ok, it's time to get to get to our final three steps!!

*Give each guest a new warm washcloth, **spritzed with the Unwind Mist**.* Just lay your head back and lay your washcloth over your face again. It has been spritzed with our Unwind mist, which has a calming blend of ylang-ylang and chamomile, so just sit for a minute and relax.

(Remove bowls from table now) When you're ready, remove this final mask and put your washcloths in the basket.

For **Step 5**, you will spritz 2 pumps of our **RE9 Anti-Aging Toner** on your face or into your palm, then rub your hands together and smooth it on your face.

- Be sure to close your eyes. This feels so fresh!

For **Step 6**, we are going to apply the **Eye Crème (1/2 pea sized amount - use a spatula with FC5 and Calm Eye Gel)**.

- Apply your eye crème using the tips of your ring fingers and pat gently around the orbital bone and the delicate skin around your eyes (*show them how*).
- The RE9 eye cream reduces puffiness and diminishes dark circles, lines and wrinkles. If you have extra, you can put some on your lips to help with fine lines, or anyplace else you'd like to target.

Finally, we'll apply the **Night Crème (Pea sized amount - RE9, FC5, or Calm moisturizer)**.

- You will only need a very small amount of this too. You will love this! You'll massage this into your skin, and avoid your eyes.
- It is so rich, but it is lightweight. All of our products are non-comedogenic and non-acnegenic, meaning they won't clog your pores or cause acne.
- Think of it like this - day creams PROTECT the skin and typically have SPF in them; night creams CORRECT the skin.
- Many people NEVER use night cream because they think they will wake up in the morning feeling greasy, but with ours, you won't! It will feed your skin, and the ingredients soak in to the deep layers, and don't sit on top like cheap night creams containing mineral oil.

So, now we are finished with your facial and you're ready for bed! Look in your mirrors -

- You can place your finger on your cheek again now and do the "lift" with your finger.
- You'll notice your skin looks more alive and that you have more moisture content in your skin.
- Even if it's a little red, you'll see that the hydration level is higher now.

The Close (15 minutes - THIS IS THE MOST IMPORTANT PART of your event!)

HAND OUT CATALOGS NOW.

So now we'll have a little fun shopping time! I'll hand out some catalogs and you can fill out your Guest Profiles if you haven't finished them.

So as you look through the catalog, I just want to point out that everyone in our catalog is an Arbonne consultant - we don't hire models. And on page 9 you'll see our ingredient policy.

Tonight, you have done an intensive treatment that you'll only do for yourself a couple of times per month. It's so important for you to take care of your skin, because your face goes with every outfit...and we only get one face! So the first place to start is with a skin care system.

- You can turn to page 17 and you'll see our most popular line, our RE9 Advanced Anti-Aging.
- This set includes a cleanser, toner, serum, eye crème, day crème and night crème. It's just 5-steps and takes less than 2 minutes each day.
- Lancome's skin care line is over \$400 and, at the mall you're going to pay more for products that contain mineral oil, artificial fragrance and animal by-products.
- Arbonne's full price is just \$323!

If you turn to page 27 you'll see our FC5 basic lines for Oily/Combination or Normal/Dry skin. And for those with Sensitive Skin, our Calm line is on page 31.

So now I want to tell you about those specials! I know everyone is on a budget, so I want to help you get the very best deal. I've never paid full price for Arbonne and I don't think anyone else should either.

Pass out Deals and Steals

There are 3 ways to win with Arbonne:

1) The first way is to become a **Client** - Free

- As a client you'll shop at our competitive catalog prices. You will get great customer service and I'll keep you up to date on specials and fun events.
- The BEST thing about Arbonne is you have NOTHING to Lose! We back our products with a 45-day FULL money back guarantee. *Optional: Free Lip Saver with \$75 purchase*
- If you're like me and like to shop at a discount, then you'll love our next option - which is to become a Preferred Client.

2) As a **Preferred Client** you can join Arbonne for just \$20 and save 20% to 40% on your orders for an entire year - and there are no monthly minimum purchases required!

- With the deal on the left, you'll choose any \$150 in products and save 20%. And you get to choose a FREE product from a list of Arbonne favorites...up to a \$46 value. You could choose a box of the fizz sticks, the RE9 lifting gel, which is like a facelift in a bottle, or everyone's favorite -
- The Makeup Primer (*give everyone a little bit on the back of their hand!*)! You can use this after your moisturizer, and it will fill in pores and fine lines and will even out your skin tone. It feels like silk and is great for any skin type.
- With the deal on the right, you'll save 40%!! This Ultimate Value Pack is what most people do because you can get your entire RE9 anti-aging set, or ANY \$325 in products, for just \$200. And you still can choose one free product from our list of favorites!

3) The third way to be involved with Arbonne is to be a **Consultant**, like me. There is a one-time fee of \$79, and you will shop at a minimum 35% to 50% discount and have the ability to earn an income. A lot of people have some assumptions when they think about doing something like this...

- First, they think you have to be really good at sales, which really isn't true. This business is really about helping other people, because you cannot be successful without helping other people become successful.
- The 2nd thing people assume is that you have to invest a lot of money to get started, but we can help you get started no matter what your financial situation is.
- The third thing people assume is that it requires a lot of time, when the truth is, most Arbonne consultants get started while they're working a full time job.
- And as you can see, it's really not hard - if you can READ, you can do this business!

So, would you like to make a few hundred dollars per month, or would you like to replace a full time income?

- At the Regional Vice President level, the average income is \$5000-\$8000 per month, for working part time, and you will earn our company car, a white Mercedes Benz!
- And the average income at the top level is \$22,000 and UP, per MONTH, again - working part time!
- I know it doesn't seem possible to do that by building this kind of business, but you absolutely can!
- So what's important to you? What would you like "more of" or "less of"? More time with your family? Less Debt? Less time at a job you may hate?

For some of you, this may not be a fit, and that's totally fine. But it's very rare that I ever get together with a small group and there's not at least one person that has just a *teeny* bit of interest because there is a need - a need for more income, for more time, for more purpose or fun in life - I've met some of my very best friends through Arbonne!

So if you're interested, let me know and I can get you some information on what Arbonne can offer you...it might just be the thing you've been looking for!

4) There is a fourth way you can be involved with Arbonne, and that's by hosting an Ultimate Facial or Wellness Workshop for you and a few of your friends! We all know how much fun we had tonight...

- Think about who you know who'd like to be treated to an Ultimate Facial, like tonight. Or maybe you know someone who'd like to lose weight? Or have more energy?
- **Tonight, we'll shop to support our host, so get whatever fits into your budget.** And for everything else on your Wish List, you can get it for 80% off at your own Ultimate Facial or Wellness Workshop!!
- ***OR if launching a new consultant:*** "Tonight, we'll shop to support ___ as she gets started with her new business so she can earn her testers", so get whatever fits into your budget. And for everything else on your Wish List, you can get it for 80% off at your own Ultimate Facial or Wellness Workshop!! *See "Ideas to Get Bookings" below, then say **:*

****So, now we'll have some shopping time. I'll meet with everyone individually - it's my job to help you get the very best deal. I'll start with ___ unless someone else needs to get going first.**

Ideas to Get Bookings!!

1) Offer a great special just for that night when you meet individually with people.

Example: Just for tonight, if you pencil in a date to have your own event, you can get all of the masks you used for FREE! So you can purchase your basic skin care tonight, and get your Masks - the Cell Scrub, the Cellular Renewal mask and your choice of the Hydration or Deep Cleansing Mask - for free* when you have a \$250 party! (*Put in her \$125 for \$25 & you pay the \$25 + tax & shipping).

2) Mini Purse Game (Have 6 purses on the table...not 4, not 8...6. Always have 4 CUTE ones that are empty and 2 that have "Enjoy your Free Gift"). So, some of you may be wondering about those cute little purses on the table! If you pencil in a date with me tonight for your own event, you get to choose one of these cute little purses! And inside some of the purses is a slip of paper and you can win an extra Free Gift, which I will bring you at your get-together. (Get whatever fits into your budget...you can just give her a pamper pack - 1-2 sample packs in an organza bag or use your \$125 for \$25 to give a full size salt scrub or hand/foot cr me).

MEET WITH EVERYONE: Invite to SHOP - Invite to HOST - Invite to JOIN YOUR TEAM!

Stay in the SAME ROOM with everyone, just go to one end of the table or to a side table. Be sure you have your 3 "stacks" of information:

1. **Shop:** Deals & Steals Sheet, New PC Free Product List, Catalog, Calculator, Pens, Order Forms (or iPad/laptop to input in host rewards)
2. **Host:** Fun clip board with your completed Open Date Card and Host Planners from Arbonne. **Know when you're available** to do groups and/or follow up coffee appointments with potential business builders.
3. **Join the Team:** Prospect/Curiosity Folders and/or Business Opp brochure

1) Invite to SHOP: ASK QUESTIONS (pick a couple):

- So, ____, what was most interesting to you tonight? What really piqued your interest?
- What would you like to get started with?
- Which product line do you see yourself getting started with?
- What did you have on your Wish List? *(let her answer)*

OK, great!

- Well, it's my job to get you the very best deal. Let's take a look at your wish list and see what kind of deal we can get for you!

Refer to Deals & Steals sheet and start with UVP: "What I recommend is the Ultimate Value Pack, because it is the best deal! You can get the entire RE9 anti-aging set for just \$200, plus you can choose a free product from this list of Arbonne favorites. **So, ____, would you like to get started with the Ultimate Value Pack?"** WAIT for them to answer & take order.

If they cannot do the UVP, say: OK, well then I'd recommend looking at the "Get Arbonnized" special. You can get most of what's on your wish list with that, and then you can get the rest of it when you have your own get together. Would you like to get started with that so we can get you some products now? WAIT for them to answer & take order.

***Consider offering a special to get a little more RV - i.e.* "If you order one more item off your wish list, I'll give it to you at 35% off instead of 20% off!"

Go to Step 2 - Invite to HOST

2) Invite to HOST: Have your OPEN DATE card on a "cute" clipboard

1) Offer a Special - "So, ____, you can get all the rest of those masks that we used...the facial scrub, the cellular renewal mask, and the deep cleansing or intense hydration mask, for just \$25 (or FREE) when you have your own get-together. Here are my open dates. (*show your open date card*). Why don't we go ahead and pencil in a date? Would you rather have it on a weekend or a weeknight?"

2) Mini Purse Game: "So, ____, you can get all the rest of those masks that we used...the facial scrub, the cellular renewal mask, and the deep cleansing or intense hydration mask, for just \$25 (or FREE) when you have your own get-together. **AND you'll get to choose one of these cute little purses** and have a chance to win a Free Gift at your event! Here are my open dates. (*show your open date card*). Why don't we go ahead and pencil in a date? Would you rather have it on a weekend or a weeknight?"

*Write her name on the open date card. Great, ____! Here is our Host Planner that reviews our Host Rewards program. I'll write the date of your event on the front, and I'll call you in the next day or two so we can go over everything. We're going to have so much fun at your event! **DO NOT go over Host Rewards now...you can go over that LATER when you are Hostess Coaching. Give her the Host Planner, let her pick a purse (if applicable) and let her pick a free gift from your basket/bag also...have samples of makeup primer, hair mask, etc.***

3) If they have the same circle as the host, "You know, ____ had a bunch of people who couldn't come tonight...you could have a different themed event (Wellness Workshop, Makeup and Mochas) and get a bunch of stuff for free and at 80% off! Here are my open dates..."

If they say no to hosting, that's fine. Tell them "Thanks so much for coming! It was so nice meeting you, and I'll be in touch to see how you're doing with your products."

*Be sure to ask them for REFERRALS if they are not wanting to HOST!! Also, tell them they can **Friend you on Facebook** - let them know we have fabulous foundations, so you can get them set up with their skin care now and get their makeup squared away next!*

3) Invite to JOIN YOUR TEAM

____, I'd love for you to take a quick peek at doing what I do. I think you would be awesome at this and you're the kind of person I'd love to have on my team. Would you be open to grabbing a quick cup of coffee sometime this week? **BOOK IT THEN or Ask:** Would it be ok if I gave you a call tomorrow or the next day and we'll set something up? *Call within 24 hours to schedule meeting. Give them a prospect/curiosity folder, a business opportunity brochure or email them an Adventures in Arbonne video asap.*

If they say no, ask: Can you think of anyone who is unhappy in their current job right now, or who's looking for another income stream? Our company is experiencing double digit growth and I'd love the opportunity to share this with them to see if it might be a fit.

If they say no, that's fine. Tell them "Thanks so much for coming! It was so nice meeting you and I'll be in touch to see how you're doing with your products."

IF SOMEONE IS LEAVING WITHOUT ORDERING ANYTHING, ASK: "Would it be ok if I added you to my email list so you can take advantage of any special discounts that we offer periodically?"

~REMEMBER if people aren't ready to switch their skin care that night, then let them try the skin care in their homes within the few days. Set up a demo set drop off...do NOT give them a sample there, tell them you'll drop a demo set to them later. Also, ask your hostess permission to follow up with those who couldn't attend the event and get some outside orders!

IMPORTANT!!! Give each guest appropriate take home info:

CLIENT - They just paid full price...so, thank them with a makeup primer or hair mask sample pack, or a mini hand or foot crème...you've just made 35% off of their purchase...so, show your appreciation!!! **Be sure to ask them for REFERRALS if they are not wanting to HOST...**tell them you build your business from referrals and they will get FREE GIFTS when their referrals make a purchase!

NEW PC - Same as Client...their purchases over a lifetime will put more than \$1000 a year in your pocket if you stay in touch with them! Thank them with a sample pack to show your appreciation. **Be sure to ask them for REFERRALS if they are not wanting to HOST...**tell them you build your business from referrals and they will get FREE GIFTS when their referrals make a purchase!

HOST - same as above Plus, **HAND WRITE the date of her event ON THE FRONT COVER of her Host Planner or Catalogue.** You will call her tomorrow to confirm date, go over any questions she may have and remind her to have at least 3-4 other friends attend, so she can get her \$175 in products for \$25 (or FREE if you decide to pay it for her)!!!

POTENTIAL BB - Curiosity/Prospect Folder and all things given to Host if they book a Get Together or follow NEW PC if they do not book. **SET A DATE & TIME (call or coffee appointment) to do a business opportunity presentation and answer questions, etc.**

Be sure to **CALL EVERYONE back within 3-5 days** of placing their orders to ensure they got their order ok.

Be sure to **CALL EVERYONE back within 3 weeks** to see how they are liking their products (remind them about 45 day money back guarantee), see if they want anything else, maybe to host a party, ask for referrals, maybe to look further at becoming a consultant, to invite to a meeting or event you're having, etc. You can also ask their birthday and tell them you offer a special in their birthday month (offer something at 35% off or free).

Be sure to **CALL EVERYONE back within 3 months** as a regular Customer Service call. Ask questions and do the same thing you did at 3 weeks.