

Customer Name: _____

Day 1: Let's get Started! Date: _____

Verify your customer has received their products, and taken them out of the box prior to your first call. A simple text will do.

- Thank them for being a customer and share your enthusiasm for their upcoming transformation.
- Review the program instructions and advise them to start that day.
- Remind them to weigh, measure, and take before photos - and send that information to you.
- Assure them this information will be confidential unless they give permission to share.
- Share a fresh product result story. For example, if they're starting on the ULT, share a ULT story.
- Invite them to plug into your Facebook support group.
- Confirm their maintenance program (Smart Order) was set up during enrollment.
- Be encouraging and let them know you're only a call away if they need you.
- Be sure to schedule the future calls for Days 3, 10, 15, 30 with your Customer.
- Post the date for the Day 3 call on the designated line below. Make a note in your calendar too.

Day 1 Notes:

Day 3: Getting into a Rhythm Date: _____

- This is a simple check-in call to confirm they're taking the products as directed.
- How are they feeling? What have they been eating?
How much water have they been drinking?
- Answer any questions they may have.
- Share another product story.
- Be encouraging and let them know you're only a call away if they need you.
- Confirm Day 10 with your customer and post the date on the designated line below. Make a note in your calendar too.



Day 3 Notes:

Day 10: Forming Habits Date: _____

- Remind them today is a day to weigh, measure and take photos.
- What changes are they're noticing? Acknowledge their efforts.
- Who's noticing their results? Take notes of "who noticed" to circle back for referrals later.
- Are they having any struggles? Come up with solutions and share stories.
- If they haven't set up their maintenance program (Smart Order) yet, walk them through the process today. Point out that their products are a 30-day supply, and how their Smart Order will help them maintain and enhance their results.
- Confirm Day 15 with your customer and post the date on the designated line below. Make a note in your calendar too.

Day 10 Notes:

Day 15: Mid-month Milestone Date: _____

- This is a quick call to check in and celebrate! *“You’re half-way through your first month!”*
- As they share their positive results, this is the perfect time to ask them about friends or family interested in transformation. (Think back to your call on Day 10 when they mentioned who was noticing their results). You can ask for referrals verbally or in a text.
- Use the Referral Language found under Day 15 on the Customer Service Summary.
- Confirm Day 30 with your customer and post the date on the designated line below. Make a note in your calendar too.



Day 15 Notes:

Day 30: On the way to Transformation Date: _____

- By now, your customer is in a rhythm with their program and looking forward to continued success.
 - Celebrate this first milestone!
 - Remind them today is a day to weigh, measure and take photos. Celebrate their results!
 - Reinforce the many benefits of having a maintenance program (Smart Order) on file.
 - Ask if they’re interested in including any additional products. (Share stories)
 - Instruct them on how to use iShop and to customize their future orders.
 - Share the 3 & Then Free program and loyalty pricing.
 - Ask them to post their positive stories on their personal page and tag you – or their Sponsor
- Follow the Widen Your Reach Customer Referral instruction on boards under corporate support business promotions / WYR referrals.

Day 30 Notes:
