



Four Month Customer Follow-up

The Fortune is in the Follow-up!

1st month

- Do a quality presentation
- Place their first order WITH them
- Add them to The Health Advantage page on FB
- Let them know you'll be following up with them for the next 3 months
- Send Welcome Letter, located on LOYOT members page.

2nd month

- Ask how they enjoyed their products: what's their favorite?
- Share product experience — Sol-U-Mel, Timeless, Access Bars, etc
- Remind them about Loyalty Shopping Dollars & Learn to Earn
- Help them place their 2nd order. Encourage supplements.
- Ask them if they'd like to get their products paid for by Melaleuca
- Remind them to set up a reminder e-mail on MY ACCOUNT

3rd month

- Ask how they enjoy their products: favorite?
- Share product story — ask them for one
- Help them place their 3rd order & customize a "Select Pack" if they haven't done so already
- Ask for referrals

4th month

- Tell about our services: Alarm System, Health Care Savings Program
- Ask if they're comfortable placing their orders by themselves after this month
- Help them place their 4th order

**Remember, it takes 4 months to develop new buying habits!
You are their Shopping Coach. Help them develop this habit!**