

changing your life

Objections

Don't be afraid of objections. It's an opportunity for you to educate your prospect even more.

1. *"I need to think about it" or "I don't think I can do 35 points."*

Respond with: *"You just need more information. Why don't I take you into the actual store so you can see more."*

At this point, now that they have seen an overview, you can send them the online enrollment link to open up their account. This allows them to get into the store without obligation. They are not a preferred customer until they place an order. Their membership fee is not charged until the order is placed as well.

Taking them through the store is a great way for them to see the depth and breadth of our store and how easy it is to shop here.

Also, we have a great link, located under Enrollments in the Business Center: ***"Which Products and Services Do You Use"***. You can send that link to your prospect and they fill it out. You will get an email showing how many points they consume.

2. *“Let me talk to my husband.”*

Respond with: *“Sure. But if he gives his okay, which category are you leaning towards, a 1, 2 or 3?”*

That way, it helps us with how to respond.

If a Cat 1, ask if he does the shopping for the family. If so, he needs a tour. She'll never be able to present this properly to him alone. Chances are, this is not the real objection.

If a Cat 2 or 3, he still needs a tour and guide her on how to set up a time with you.

3. *“Let me do my research.”*

Which means they are going to go home and google Melaleuca. Ask them “what exactly does that mean?”

- * Offer to take them into the store so they can see some of the customer reviews on the product pages.
- * Show them The Health Advantage page on FB and let them see some of our customer testimonials.
- * Give them this link: www.melaleucaawards.com
- * Ask what additional information are they seeking

“A NO is not really a NO. It really means “I need more information” or “Not now”.