

Monday Wellness Webinars

October 19 -- Shaklee Supplements – Key to Long Term Health Bob Ferguson, Senior Master Coordinator

October 26 -- The Power of the Profession .. for Speech Pathologists Becky Choate

Nov 2 – Presidential Master Gary Burke on Benefits of Home Businesses

Nov 9 – Nutritional Connections to Headaches

Nov 16 – The Epidemic of Irritable Bowel Disorders

Nov 23 – Feeding Our Families for Good Health and Academic Excellence

Dec 7 -- Gary Burke, Presidential Master and master teacher, will review the key benefits of a Shaklee Home business that has helped him and his wife, Faye, generate a \$400,000 income .. and the story of what he has learned along the way

Free Membership Options

1. **Life Strip** (114PV)
2. **Vitalizer** (55PV)
3. **Life Plan** (Life Shake & Life Strip) (166PV)
4. **Vitalizing Plan** (Life Shake a & Vitalizer) (111PV)
5. **Rx for a Healthier Life with Life Strip** (Nutriferon, Shake, Strip) (172PV)
6. **Rx for a Healthier Life with Vitalizer** (Nutriferon, Shake, strip) (168PV)
7. **Shaklee Life Shake Family Pack** (2 30- svg bags) (111PV)
8. **Shaklee 180 Turnaround kit** (172PV)
9. **Essentials Plan** (Vita Lea 60, (55PV)
10. **Get Clean Kit** (50PV)
11. **Nutrition Therapy Skincare Kit** (141PV)
12. **Any 100 PV order**
13. **All Gold Business Paks**

6 Free Shipping Deals .. Good until Nov 20

Life Plan (Shaklee Life Strip and 2 canisters Shake) \$244.25 soy
\$266.75 non-soy

Vitalizing Plan (Vitalizer and 2 canisters of Shake) \$ 159.95 soy
\$183.65 non-soy

Essentials Plan (Vita Lea 60 tabs, Omega 90 cap, Life Shake
canister) \$69.45 to \$76.45

Rx for Healthier Life -- all versions (from \$244.05 to \$261.61)

Shaklee Life Shake Family Pack (2 bags of Life Shake) \$159.95
soy or \$204.95 non-soy(save additional \$11 by ordering on autoship)

Shaklee 180 TurnAround Kit \$ 269.95 soy or \$305.50 non-soy

Tip – To save our members even more – add cleaning and
laundry products to the Free shipping order

Free Shipping AND Free Membership Options

Life Plan(166PV) Vitalizing Plan(111PV) Essentials Plan (55PV)



**Rx for a Healthier Life
with Life Strip (172PV)**



**Rx for a Healthier Life with
Vitalizer (168PV)**



Family Shake Pack (111PV)

Turnaround Kit (172 PV)



Any Gold Kit



\$10 Deals—

With the Purchase of these 3 Collections (all can be customized with flavor of shake and Vitalizer options)

Deal # 1

- **Life Plan #89383**
(Life Shake (30 day supply) and Life Strip)
- **Rx for Healthier Life with Life Strip #89401**
(Nutriferon, Life Strip and Life Shake)
- **Rx for Healthier Life with Vitalizer # 89070**
(Nutriferon, Life Shake, Vivix Liquid and Vitalizer)
- **Kosher #89080**
(shake, Vivix, V Lea, Nutriferon, Osteo Matric and B Complex)

You receive a coupon which can be used to purchase any product priced at \$100 or less .. For Just \$10 DOLLARS !!!

Deal #2

- **Shaklee Life Strip 21293 or 21294 (iron)**
- **When you purchase Vivix and Vitalizer use special item code # 89090**

You receive a coupon for any flavor Shaklee Life Shake for only \$10 DOLLARS !!!

Chrystal Hubbard – Director in 6 Weeks

- Listened to 8 Weeks to Director Training Summer 2014
- Posted on FaceBook every health improvement within her family
 - Weight loss
 - Energy back
- When people commented on her posts to learn more ... she CALLED THEM
- Checks in with members regularly

100 DAYS TO AMAZING FALL BUSINESS TRAINING 2015

Session #9 The Role of the Leader in Servicing Customers

Master Coordinators
Jo Coogan & Barb Lagoni



Senior Executive
Coordinator
Katie Odom



Senior Executive
Coordinator
Harper Guerra



Senior Executive
Coordinator
Lisa Anderson



October Strategies for *AMAZING* Growth

**** Qualify for Chairman's Retreat

Lisa

- ✔ By now you have either attended Cleveland Conference or registered for the Orlando 2016 Conference
- ✔ And became a Director by September

✔ **Next – Generate 10,000 Personal PV PLUS PV from any new Directors appointed between August and December 2015**

Need a plan—

To create 2000 ADDITIONAL PV a month for 5 months

- Develop 1 New Director = 2000 PV/month
- Develop 2 New Associates (1000 each) = 2000 PV/month
- Develop 1000 new PV among current customers
- Develop 1000 new PV with new customers

Shaklee

Live
2015

Objectives for Session # 9 – Servicing Customers

- To understand the role of the business leader in servicing customers.
- To learn how to incorporate New Member Orientations into our Customer Service System
- To understand how to utilize New Member Orientation to introduce new members to additional Shaklee products.
- To review incentives to offer members for hosting events, referring friends and attending webinars, conference calls and other Shaklee events
- To review ideas for introducing business information to members.
- To hear from several guests how they set up their customer service systems.

Lisa

All of your customers
are partners
in your mission.

~ Shep Hyken

**IF PEOPLE
LIKE YOU
THEY WILL LISTEN TO YOU,
BUT IF THEY
TRUST YOU,
THEY'LL DO BUSINESS
WITH YOU.**

~ZIG ZIGLAR

ONE CUSTOMER
WELL TAKEN CARE
OF COULD BE MORE
VALUABLE THAN
\$10,000 WORTH OF
ADVERTISING.

JIM ROHN

WWW.EKATERINAWALTER.COM

@EKATERINA

"Loyal customers, they don't just
come back, they don't simply
recommend you, they insist that
their friends do business with
you."

**Chip Bell
Founder, Chip Bell Group**

www.customerserviceskillsbook.com

Lisa

It's Our Job

People become Shaklee members for 3 reasons:

- To purchase Shaklee products at a member discount
- To have access to OUR health resources, guidance and special promotions.
- To receive GREAT SERVICE.

Katie

People do business with people they ...
Know
And like
And trust.

It is our job to teach new members about each remarkable Shaklee product and how it makes their life healthier.. And about ways to share with others what they are learning to earn additional discounts, And benefits of a Shaklee business.

New Member Appointments

Some Statistics to Encourage You To Conduct Them

- Harper joined as a distributor in December 2005
- Became a Director in March 2011
- Began building a business in January 2012
- Began doing New Member Appointments in April 2014

It's never too late to start creating powerful duplicable systems or creating improved customer care.

I since have made a goal to do member update appointments with all my previous members as well.

Harper

Setting Up The New Member Appointment

- Ideally, schedule the New Member Orientation as soon as someone becomes a member.

“Can we set up a time to chat briefly next week when your order arrives? I want to make sure you received everything and if you have any questions.

I also would like to go over some information to help you maximize your Shaklee membership.

I want to make sure you know about all the discounts and specials that are available to you with your membership. It should only take about 15 minutes.”

- Or when a past member places an order:

“Can we set up a time to chat briefly next week when your order arrives?

I have recently put together some information that I want to make sure you have available to maximize your Shaklee membership. It should only take about 15 minutes.”

Confirm and Send Materials

A few days before the call, send the New Member Packet via e-mail and confirm the time you plan to call them.

Subject: Maximizing Your Shaklee Membership

Sarah,

These are some documents I will be reviewing when I call you at 2 p.m. CT on Monday. I am looking forward to helping you make the most out of your Shaklee membership.

Objectives For New Member Appointment:

- Share your heart/build a relationship
- Provide excellent service & be an advocate
- Introduce them to all of the Shaklee product lines & the Shaklee Difference
- Offer incentives for referrals
- Introduce benefits of the business opportunity

harper

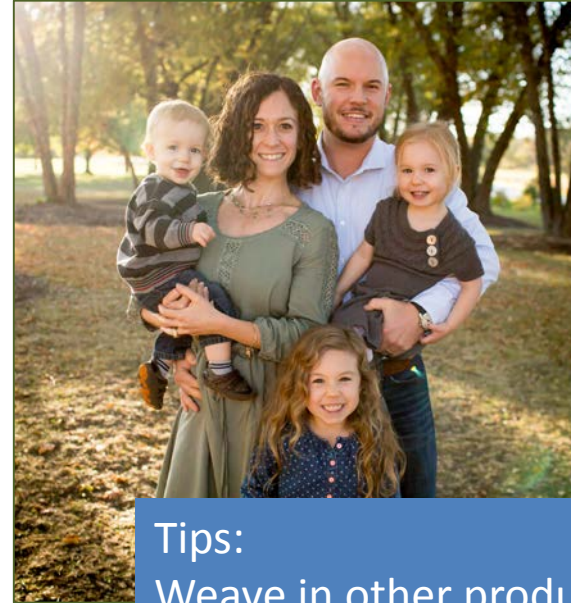
Maximizing Your Shaklee Membership

Welcome to Shaklee! Thank you for allowing me to be a part of your life. My passion and mission is to to be a resource for you and an advocate for your health. Thank you for that privilege and for your support and trust.

The goal of this information is to ensure you get the most out of your Shaklee membership by understanding how to use the discounts, programs and resources that are yours. Shaklee's Use, Share or Build options are a great way to consider how you can benefit the most from all of what Shaklee provides.

I look forward to serving you and continuing on this health journey with you!

~ Harper Guerra



Tips:

Weave in other product lines that they might not be aware of as you share.

Weave in your story if you have not shared that already.

First, a little business:

Activate your account: You should have received an e-mail from Shaklee with directions on how to do this. If you go to www.myshaklee.com, then enter your member ID in the Activate your Membership box, you will be prompted to set up a password and then you are good to go! (Please let us know if you need your ID#)

Options for Ordering: Call 1-800-SHAKLEE to place your order over the phone. (You must have your Shaklee ID# to order over the phone). Or contact me to place your order for you.

Member Benefits:

Membership Discount: Your membership gives you a 15% discount on ALL Shaklee products. Membership also qualifies you for AutoShip, AutoShip discounts and special promotions.

Personal Nutrition and Health Consultation: Also available to you as a part of our Shaklee family is a personal nutrition and health consultation (over the phone)

100% Guarantee: Remember, all Shaklee products are 100% guaranteed, so let me know if you ever are not satisfied with a product. I would love to walk you through what may be the problem or get your money refunded if needed!

the Shaklee Effect™

Shaklee helps people transform their lives by taking small, simple steps that lead to big results. By making better products that are worth sharing, we create a healthier planet and brighter future for all. Little by little, one by one, we change the world.



Shaklee

100 years of innovation



The most important Member Benefit: The Shaklee Difference

The Shaklee Difference

At Shaklee, we believe nature holds the answers to a long and healthy life. That's why we take extraordinary measures to bring you truly life-enhancing products, and to guarantee the quality, safety, and performance of every one of them.

- 100,000 quality tests per year
- Over \$250 million in R&D
- Over 100 scientific publications, 90 in peer-reviewed journals



the Shaklee difference

At Shaklee, we believe that nature holds the answers to a healthy and productive life. By using pure and potent ingredients and the foremost scientific research, we formulate nutrition products that are truly life enhancing.

PURITY

Quality ingredients,
safe products

POTENCY

Extensive studies,
effective nutrients

PERFORMANCE

Better absorption,
better results



Followed by Which Products Do You Use Sheet. "As people begin to understand the Shaklee Difference and find this is a company they can trust, they often wonder, what else does Shaklee make?"



11

This is a great time to make sure they are aware of all the product lines that Shaklee offers. If there is time, this is a great opportunity to walk them through the Product Guide if you have not already.

Benefits of AutoShip

What is AutoShip? AutoShip is a service feature Shaklee offers so that you can continue with the regimen that meets your health needs on a regular basis with added savings as well!

Integrity: The same integrity that Shaklee has in their products, they maintain in how they run their business. AutoShip is very easy to update and change so that it is convenient for you to benefit from.

Business Leader Access: You can also choose to give me access to your AutoShip so I can make those changes as a service to you when needed.

Options: Shaklee AutoShip offers you options. Each product in your AutoShip can be scheduled for every 30, 60 or 90 days. Use the Manage AutoShip option at the bottom of the drop down menu to manage clearly!

“Add one time” is another great feature for when you want to add a product that you may not need on a regular basis.

Skip feature allows you to move a product to your next AutoShip when it lasts longer than anticipated.

Discounts on popular products: Shaklee also offers an additional 10% off our most popular products and regimens (on top of the already wonderful regimen is discounts). [Click here to view](#) all the products eligible for this additional 10% off.

Don't miss AutoShip Coupons as well! Products including Life Plan and Rx for a Healthier Life include a coupon where you can receive any Shaklee product for just \$10!

Learning more:

- **E-mail Newsletter:** I provide an e-mail newsletter (usually monthly) that includes helpful tips, health information, as well as customer specials. The subject line will usually be Go Well. Be Well. That is what our team strives to help you to do!
- **Facebook Group:** This is a great place to get timely information on upcoming health chats and webinars which you can join or also send to others who may want information on that specific health topic. It's also a great place to post your questions and results. If you would like, I would be happy to add you!
- **Learn To Earn Program:** We believe that education is key element in the health journey so we desire to incentivize you to continue to learn more—not just about Shaklee products but about nutrition and the reasons why our bodies function the way they do.

We have a variety of webinars (both live and archived), audio files and health chats that you can hear from scientists, doctors, nutritionists and testimonies of people who have been where you are. Earn free shipping or a free product by listening to 3 and filling out the Learn to Earn Comment Form before your next order or up to 2 weeks after an order. Check out some of the files at www.betterhealthin31days.com/ your name



Use, Share, Build

Because we have been so blessed by all the possibilities of Shaklee, we want to make sure you know the options available to you.

There are three ways to experience Shaklee: **Use, Share, and Build.**

You can **USE** by experiencing the way Shaklee products can help transform your health.

You can **SHARE** Shaklee products with friend and family through referrals. There are many ways to share.

- **Learn with your friends to Earn:** Host a few...or a crowd...of friends in your home to learn about the Shaklee Difference and the range of ways Shaklee can address health goals and challenges. As the host you will receive free shipping on your next order and a discount on your products. (Contact me for more detailed information). You can also host a Shaklee Meeting on Facebook and receive great rewards as well!
- **Share what you've learned with your friends:** We love the opportunity to be a resource and advocate for those you know and care about. Please feel free to pass on any information we send. There are product rewards when you send referrals because we so greatly appreciate the chance to serve them.
- **Casual Distributorship:** You also have the opportunity to get a check back from Shaklee when you begin sharing with those you know. This casual option makes it easy to get your products paid for by Shaklee!

Use ... Share Build

You can **BUILD** a team in a way that works for you and fits your life, with the potential for significant financial rewards.

I share this option with you because of the profound impact I've seen it have in so many lives and I want you (or someone may know) to know that this is available.

It really is THE BEST option. The stability, integrity, community and wonderful products of Shaklee set the stage for great opportunity, freedom, friendships and financial blessing.

Whether you are interested in a second stream of income or would consider building something new, I would love to tell you more about all that the **BUILD** could mean for you.



Thank you for taking your time to learn the ways to create the most fulfillment using your Shaklee membership.

Customer care is very important to us, **so with your permission** we would love to follow up with you to make sure you are getting the results and care that will create lasting change.

We also want you to know that we are your resource and advocate—please reach out to us anytime with questions!

We are so thankful to be a part of this journey with you and have the opportunity to serve you in this way.

To your health,

Harper & Ryan Guerra

Additional Attachments:

Shaklee Difference Letter from Dr. Jamie McManus

Nutrition Assessment

Learn to Earn Comment Form

Next Steps:

- Close: *Thank you again! What did you find was the most helpful in this discussion? What can I send you to help answer any additional questions? What is the best way to contact you?*
- Send a follow-up e-mail with any additional information they asked for via your conversation (smoothie recipes, Scour Off usage sheet, etc.) or set up an appointment to talk about business
- Send a hand-written note, if you have not already, to say thank you.
- Let them know when you plan to contact them again—before their first autoship goes out, when their Vita Lea runs out, etc.

Report from New Director - Christine Cropper

- Never had a New Member Appointment – would have used more products sooner.
- She sets them up with everyone . 7 already .. Now that she has the New Member packet from Harper.
- Emphasizes Shaklee Difference with Dr Jamie's letter, why NASA and Olympians choose Shaklee.
- She calls to check in ... and says “ Out team has created a document that lays out all the benefits you get with your membership. I was calling to ask When is a good time for me to review it with you.”
- Get Clean Sparkle Kit -- 2 orders already
- Nutrition Assessment Form -- \$5 off for completing and setting up consultation.
- Results – 3 potential business partners attending Regional



Amy Hagerup - Director

- Former missionary to Africa for 23 years who has 5 children, 3 children –in-love, and 13 precious grandchildren
- After building a Creative Memories business for five years, she joined Shaklee to get healthier, but quickly decided to build a business with Shaklee because of the amazing products and the lucrative compensation plan.
- Once she decided to build with Shaklee, she promoted to Director in 3 months.
- Stellar customer service is Amy's strength and passion, which has helped her have strong GPV at 5000/month, which increased to 8421 for September!



Customer Follow-up System

For sustainable business growth we need systems.

- Card file with 5-step follow up plan. Every new member gets a 5 by 8 card with their info on it, plus number 1 through 5 (or 7 depending on how many months I decided to send them cards). I put an x thru the number when I complete it.

Step 1 – welcome, personal email from me (in addition to the 3 emails in my back office campaign on days 1, 10, &20.)

Step 2 – card in the mail (I use SendOut Cards)

Step 3 – phone call – check on products, questions, etc.

Step 4 – second card in the mail (4 week mark)

Step 5 – second phone call (ready to re-order?)

- For more details on my follow system, see my you-tube video called “MLM Customer Follow Up System”

Welcome to Shaklee!

At Shaklee, we believe in helping people live a longer, healthier, happier life. No matter what age you are when you start. Start young to stay young. Living younger, longer can start anytime.

MAKE TOMORROW AMAZING™



Customer Service Strategies

- I use SendOut Cards to set up campaigns with a welcome card followed by a postcard every month for 3-5 months. Email me if you would like to use this system or get my cards.
(amy@hagerup.org)
- I grab testimonies from facebook posts to use on the cards or in my monthly emails.
- I send monthly emails to everyone in my database with testimonies, promotions, and incentives like “watch this webinar, email me 3 things you learned, and I’ll pay for your next shipping.”

Herb Lax – Gentle Herbal Laxative

Lots of Benefits

- Improves regularity
- Reduces body odor
- Improves acne
- Relieves constipation
- Detoxifier
- Helps headaches
- Contains 9 herbs for a mild cleansing action
- Eliminates dark circles under eyes

Sienna leaf has been used traditionally for thousands of years as a natural laxative.



Shaklee
Creating Healthier Lives

Did you know that Dr. Shaklee said if he could take only 1 supplement, it would be ALFALFA!



"I grew up having to have 2 shots a week, one in each arm...it did nothing. I now take 30 alfalfa during my seasonal allergies (ragweed), and 10 per day the rest of the year - no more allergies." - Heather L

"Many years ago I was being treated for a bunch of allergies and inhalants were an every day treatment. I started taking Shaklee supplements, Alfalfa being one. I no longer use inhalants or have any allergies." - David A

"Alfalfa also rids the body of inflammation. Full of enzymes & trace minerals. Rids body of all kinds of aches and pains. Arthritis responds well as does fibromyalgia...crohns and many others." - Bonnie Z

"Mature alfalfa leaves are one of the best foods for auto-immune disorders. They calm the entire body due to their rich content and alkalinity. When I was suffering with lupus, I found LOTS of Shaklee alfalfa extremely beneficial." - Martha W, Nutritional Consultant

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More Ideas



- I keep files in Evernote of great testimonies for later use.
- I keep files on my computer of testimonies (Crohns, arthritis, etc.) so I can attach those in an email to someone inquiring.
- I subscribe to “betterhealthin31days.com” and “vitabooks4u.com” to send my prospects to learn more about specific issues.
- I print up “133 Reasons to Love Vivix” and put it in a notebook to share at my events. This sells tons of Vivix!
- I host “Health Strategies Seminars” twice a month in my home every 2nd and 4th Tuesdays at 10, 1, and 6:30 and invite members as well as prospects. I tell my members that if they bring a friend, they will get a free bottle of Vita D3.



MOST IMPORTANT!

- Calling is the MOST IMPORTANT customer service you can do
- Our Shaklee businesses are relational. We give high-touch customer service. That includes calling!
- Make a plan to systematically call through your members. Be sure they know your voice.
- Your voice is the same as your fingerprint – it is unique to you!
- Smile while you talk/leave a message.
- Remember the person you are talking to is very valuable as a human being.

Importance of Phoning Continued

- My goal is NOT to make a sale, but rather to show love and concern for that person and to see how I can help him/her.
- My goal is to make at least 12 calls each week. I am getting amazing responses and getting orders from people who haven't ordered in a very long time – all because I reached out in love and concern for them.
- Everyone needs someone to care. Be that someone!

I wrote a blog post on overcoming phone fear:

<http://amyhagerup.com/overcome-phone-fear-grow-network-marketing-business/>

Action Steps for Session #9

Servicing Customers

- ✔ Download the Member Orientation materials from FaceBook Group: **Learning from the Masters and other Friends**
- ✔ Put together your Customer Service System.
- ✔ Schedule 5 New Member Orientations or Member Update Appointments.
- ✔ You can do these appointments yourself or you might have your upline Sales Leader or sponsor do 3 or 4 with you at first.
- ✔ Just do them!!

Lisa



Coming Up

October/November 2015 Training Topics

- 🌿 Session 9—The Role of the Leader in Servicing Customers
Oct 22
- 🌿 Session 10 – Incentives That Grow Our Business
Oct 29
- 🌿 Session 11 – Presenting the Business Opportunity with
Stephanie Bruce & Katie Odom
Nov 5
- 🌿 Session 12 – The Art of Closing and Next Steps
Nov 12
Lisa

Subscriptions Open Now



- Largest Shaklee Media Library online
- Over 500 Shaklee audio/video recordings and growing weekly
- Automated Learn & Earn Program
- Dedicated Shaklee Business Resource Website
- Four Shaklee Podcasts
- Video archive of Training webinars the day they are recorded
- And much, much more...

The archived video of this presentation goes on the Better Future website and in the Podcast the day it is recorded, it goes on bobsfiles one week later.



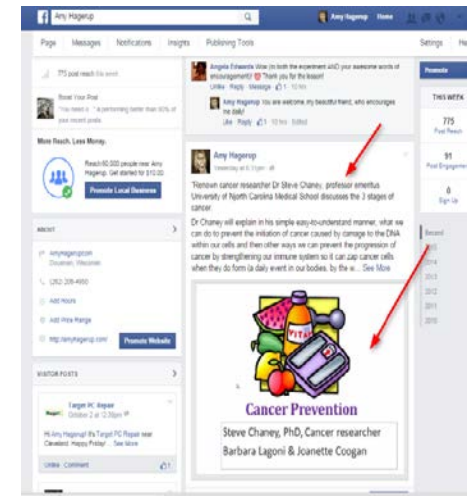
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Online Marketing Strategies

How to post videos/webinars right on your facebook page.

1. Pull up the video & take screenshot of it using <http://www.screenpresso.com>.
2. Grab the url from top bar.
3. Post photo on your status of the screenshot, place the url in your status, and precede the url with a comment to create interest:

Ex “Dr Chaney shares great information on cancer.
Check it out here.”



How to create a video from a power point presentation

1. Create your powerpoint slides for a special topic (hint: keep it short!)
2. Go to <http://screencastomatic.com>.
3. Pull up your powerpoint and then press “ record” on screencastomatic.
4. Bring the box to fit around your powerpoint size.
5. Start to record. You can go up to 15 minutes. Save it at a good point.
6. Then start again until you have recorded the whole power point.
7. In your editing software, bring in all the recordings you made & edit them. (I use Windows Movie maker. On Macs, it is iMovie. There are also ones you can buy .)
8. Add captions (especially your website). Save it. Upload it to youtube or vimeo.
9. Share the url in your emails, newsletters, facebook page, blogposts, etc. You can see some of mine on my youtube page which is <http://www.youtube.com/amyhagerup>.

Creating 2-Minute Video

Create 1 – 2 minute videos of you talking and post directly onto you FB business page.

Facebook LOVES videos that you load directly to facebook – it will show them a lot! Make videos on your iphone and post them. Visit my business page for examples:

<http://www.facebook.com/vitaminshepherd>

Create images for facebook, postcards, etc. using <http://www.picmonkey.com> I have another tutorial on my youtube page on how to make a facebook cover photo using picmonkey. That will teach you the basics of using picmonkey to design.

