

Cheat sheet: NEW MEMBER PHONE CALL

Congratulations on enrolling a new member! Now that they've ordered a Starter Kit, what's next? A simple phone call can go a long way in building a long-lasting relationship. It's important to stay in touch with your new enrollee. Remember, you can be a useful resource as they start their journey to health, wellness, and abundance.

Here are some tips to make your conversation smooth and seamless:

PREPARING FOR THE CALL

- Have the following available:
 - New member checklist
 - Notepad and pen
 - Product Guide for reference
 - List of your favorite products to talk about
- Remember that the focus of your call is to genuinely get to know them and become a resource for their Young Living experience. When appropriate, share your "why" and passion for Young Living and the products.

DURING THE CALL

- Introduce yourself if you're their sponsor and you've never officially met.
- State the purpose of your call.
- Get to know the member by asking questions like:
 - What stood out to you about Young Living?
 - What are some of your wellness goals?
 - Have you received your Starter Kit yet? If so, what was your experience?
 - Have you used Young Living products before now? What was your experience?
- Express gratitude and share a short testimonial of Young Living's products.
- Make sure the new member has explored Young Living's resources, especially the following:
 - Virtual Office
 - *The Lavender Life* blog
 - Young Living social media

FINISHING THE CALL

- Extend an invitation to a Young Living event or suggest ways to incorporate Young Living products in their daily life.
- Remind them that you're in their corner cheering them on and that you're a resource for their wellness journey.

YL Tip:

Lives can get hectic, and phone calls may not be the best form of communication. If this is the case with your new member, feel free to send an email or text letting them know you're available when needed.