

Steps to Take After You Enroll a New Customer

1. Add the new customer into the VIP customer support group <https://www.facebook.com/groups/wiseheartwellness/>. Send them a private message to welcome them and explain how it works. Here is a sample you can use or customize.

“I am truly honored to be walking this essential oil, health and wellness journey with you! I have added you to our private group called the "Wise Heart Wellness" It is a wonderful community and I encourage you to reach out and participate. You can feel free to ask questions, post testimonials and engage in the conversations! We are all here to learn and grow so posting questions there not only allows for a well rounded response from many but also gives everyone a chance to learn together! There are also additional resources in the "photos" and "files" tabs as well as a group search function. Here is a little diagram to help you best navigate the functions of the group. (It will look slightly different when using facebook through an app.) So welcome to our beautiful community! I am super looking forward to connecting with you more!”

and then I add the photo I have included in the comments of this document.

2. Send your new customer a welcome email. *If you do not already have this saved in your email and ready to forward contact me or your upline and we can send it to you.

3. If you did not already set up your membership overview appointment with them at enrollment be sure to do that now. Go to their home 7 -10 days after their first order for their Membership Overview AKA Home Installation. This appointment should be set at enrollment. To set this appointment I say something like “Our next step is schedule a time for me to come over and show you how to use your oils and how to place additional orders with your wholesale discount. I can come over Tuesday at 4pm or Saturday at 11am. what works best for you?” If they do not

live local to you, you can mail out material to them and do the consultation over Zoom.us. <http://www.sharesuccess.com/live/>

4. Speak with your upline mentor about strategic placement or your new member, you have 14 days from enrollment to place them.

5. Invite U.S. members to subscribe to text alerts for the calls and webinars. They text the words “oils jasmine” to 313131 to get product calls and webinar reminders and “oils teamrise” for business calls and webinar reminders. All other countries let your new enrollment know they can access the calls behind the “Team” tab of www.WiseHeartWellness.com password: essential

5. Invite them to host a class in their home for their friends and family, if they do not live local you can do this over Zoom.us *they do not need to be interested in the business in order to host a class. You can offer them a host gift for hosting Here are some hosting tips you can share with them <http://www.sharesuccess.com/share/>

6. Check in every 30-90 days. Tell them about the free oil, ask how they like their products, invite them to host a class, but mostly **just stay connected**.

7. If they say they want to share or build, schedule a Business Overview, add them to Wise Heart Sharing and Building, call your upline to set up a 3 way call and get them connected to your team training.

Here is a great business overview you can share <http://www.sharesuccess.com/build/>