



VERBIAGE TIPS: Customer Care

With all of your new preferred customers, you will want to connect. It is a good idea to make calls that coincide with NSA's 100 Day Follow Up Plan. Unlike an email, the sound of your voice will convey enthusiasm and conviction and help bond the relationship.

Call 1:

"Hi Sally! This is Terri with Juice Plus+. I'm just checking in with you... I hope that you are drinking your water with your Juice Plus+ and getting consistent, **remembering to take 2 of each capsule every day**. I know that you've only been on Juice Plus+ a short time, but your cells are already a little healthier. :) Watch and see if the quality of your sleep starts to improve. That's what people tell me and that's what I noticed very quickly."

Call 2:

"Hey Sally! This is Terri with Juice Plus+ Checking in again... I know by now you're developing what I call the Juice Plus+ habit. I am so excited to tell you that every cell in your body is experiencing a reduction of oxidation and inflammation. AND this should make you smile! " :) **You are considerably healthier than you were a month ago**. Watch and see if your digestion starts to improve... that's what many people start to notice. I'll check with you next month."

Call 3:

"Hey Sally! This is Terri with Juice Plus+. I know you must be lov'n your Juice Plus+. In the next few days, I'd like to go over a survey with you about your Juice Plus experience. By answering a few questions, you will be eligible to receive \$50 of free product. Can you believe it's been almost 4 months since you've started on Juice Plus+?! And I wouldn't be surprised if someone hasn't stopped you and said, "Sally, your skin looks amazing! What are you doing? ...Beautiful skin is just another great perk to being on Juice Plus_. Let's set up a time to do that survey and get you some free product **when your second box ships.**"

Example: Juice Plus+ Effect call:

Hi Sally! I want to ask you some questions on what you may have noticed in the last 90 days you have been taking Juice Plus+. When your second box ships you have the choice of 2 bottles of the Vineyard blend, 2 pouches of the Complete shake mix, or 2 pouches of the Vineyard Chewables (over \$50 value). These are free for you and a thank you from me for taking your JP+ and going into your second box! After answering these questions you may think of several people who you want to share JP+ with.