

SCHEDULING SCRIPTS

The following scripts are examples. You might find that by customizing something from a few of the examples is a better fit for your personality. Use these ideas as they are or build them into a script that works for you!

Sample Phone Scripts for Booking Parties/Presentations

Booking Your First Six:

Script #1

"Hi Susan. This is _____. Do you have a quick minute? Ok good. I am calling because I could really use your help. I have (my husband and I have) started a home-based business with Arbonne—a company that offers pure, safe, botanically-based skin care and other health and wellness products for the entire family. I(we) decided to start this business because (insert your why) For example: I want to be able to stay at home with my kids, to get out of debt, to help get my husband at home more as he works many overtime hours, living check to check, etc

I don't want to rely on friends and family to build my business, but I do need to meet people that I don't know. This is where I can use your help. I am asking if you would help me out by having a few of you favorite gals over for a really fun night out. We can have a Mexican Fiesta, Dessert with Diva's party and I can pamper and spoil your friends. In exchange for your help, you will be eligible to earn and 80% off shopping spree and some free products. Most hostesses are able to earn \$200 in product of their choice for only \$40! I just need a couple more parties scheduled this month (in the next couple of weeks) to reach my goal. It would mean the world to me if you could help me out. Do you think you could do this for me?"

Schedule party with firm date and an in person hostess coaching appointment within 7 days.

Script #2

"Hi Jan, this is Laura calling , do you have a quick minute? Great!! really need your help to fire my boss/see what my kids look like/rescue my husband from the evil empire (whatever your why is goes here).

You are probably wondering how you can help me do this.

As you know, my hours at work have become unbearable and I don't even remember what my kids look like any more! I realized if I wanted things to change I needed to do something, so I decided to start my own home-based business with Arbonne.

Are you familiar with Arbonne? No? Arbonne is an anti-aging company that makes personal care products that are pure, safe and beneficial. I absolutely love the products and the company and feel really good about sharing Arbonne with others.

This is where you come in. In order to get the initial training I need to start my business, I need to have 6 parties scheduled. Because you are so much fun, I wanted YOU to be

one of my first 6. I know you will be a great hostess and as a hostess you will be well rewarded with free products. Arbonne is a generous company with a generous hostess program. Having an Arbonne party is lots of fun. You and your friends will be pampered and have some much deserved time together. I can promise that they will have fun and won't feel pressured.

Can I count on you to be one of my six?"

Schedule party with firm date and an in person hostess coaching appointment within 7 days.

Keeping Your Calendar Full After You Have Launched

Script 1

Script for calling friends, family, existing clients

"Hi Judy, it's Deana calling, do you have a second? Great! Listen, I could really use your help. I want to fire my boss. (This is where you put your why in and create curiosity). You are probably wondering were you fit into this equation. Well, as you know I have a business with Arbonne and have decided to really ramp it up. In order to do so, I don't want to rely on my friends and family/ best clients/; and you know so many people because you (acknowledge why they would be a great host) contribute to so many different things. By getting a few friends together for a really fun night of relaxation, conversation and pampering you would really be helping me out.

It would mean the world to me and I will spoil you in return with free products and 80% off shopping spree. I promise you and your friends will have fun, will learn something and have no pressure from me. This will not be one giant infomercial. Can we get a date on the calendar and a date to plan your party?"

Script 2

Script for calling someone who has already hosted

"Hi Penny, its Phoebe calling, do you have a quick minute? I just had to call you and let you be one of the first to hear about Arbonne's new (product line, holiday line, color or campaign). I am calling my favorite hostess's first to give you first dibbs on my calendar because I know you will want these products and of course the best way to get them is by hosting and getting the hostess 80% off shopping spree. Would you like to get on my calendar before it gets out of hand?"

(If no, let her know that you have a few openings in your schedule and would love to bring the products by for you to see; I will only have about 15 minutes - can we try to mesh our calendars?)

GETTING HOSTESS REFERRALS FOR GUESTS THAT COULDN'T ATTEND

"Hey Host Name, what a great party you had tonight.....are there a few friends that you really wanted to be here that couldn't attend?"

The reason I ask, is I have a couple of left-over gift bags I could give to them, and I could leave them with a set to try for a few days. Of course, any orders would count as

outside orders for you. I don't want to just drop in on your friends. If you could just give them a call and let them know I will be touching base to bring them their gift bag that would be great."

Following Up with Guests that Are Unable to Attend a Party/Presentation

"Hi, this is Your Name calling, if you recall I am the Arbonne Representative that presented at Hosts Name house. We were so looking forward to you coming! We had a great time, and I am so sorry you couldn't be there. I would really like to do something special for you since you were unable to be with us.....I have a gift bag with some samples and other fun things that I would love to bring by. Is there a time that is convenient?" (Bring a gift bag with a sample pack and information or a gift bag with random samples and a kit to leave)

INVITING TO A DISCOVERY/BUSINESS INTERVIEW

Warm Market (someone you know)

"Hi, _____. This is _____. Do you have a quick minute? Great! I had a quick minute and wanted to call you because you keep coming to mind. As you know, I (share your why) and because of that I'm calling to tell you about an exciting opportunity I have discovered to create an additional stream of income with a company called Arbonne International. Have you ever heard of Arbonne?"

(IF YES) say, "Great! What have you heard?"

(IF NO) "I am excited about sharing this with you! I don't know if it's a fit for you or not, but I would hate for you to miss out by not knowing. This business is changing lives, (tell your friend, sponsor, etc story) and you keep coming to mind as someone I would like to share this with. Can we get together for about 30 minutes so I can run this by you and get your thoughts? What does your schedule look like in the next couple of days?" (Or schedule a 3-way call.)

If they decline a presentation, then proceed with:

"I realize this business is not a fit for everyone, but I am also looking for some key people to give me feedback on the products. I really trust you and I highly value your opinion. Would you be willing to use the products for a few days and give me your input?"

Make appointment to send/drop off samples and/or full set. (Full Set Optional)

APPROACHING A FRIEND ABOUT THE BUSINESS

"Hi, _____. This is _____. Do you have a quick minute?"

The reason I'm calling is that there is something specific that I want to run by you. I have started building a business with an amazing company called Arbonne International. Arbonne is a company that makes the most incredible health and wellness products I have ever tried, and they are expanding globally. I fell in love with the products and I also fell in love with the idea of starting my own business because (Your Why) (Ex: I want to help my husband retire within two years so we can share the experience of staying home with our son.)

I thought of you right away because:

- Trait
- Why it might be a fit (stay home with children, etc.)

I don't know if this business would be a fit for you, but I don't want you to miss out by not

knowing. Can we get together for 30 minutes so you can take a peek? What does your schedule look like in the next couple of days?" (Or schedule a 3-way call.)

Cold Market (new acquaintance or referral)

Sample 1:

"Have you heard of Arbonne?" **No**

"Do you keep your options open for other ways to make money?" **Yes**

"Can I get your contact info? I'd like to schedule a time with you to share about Arbonne and an additional income stream." (Get their info. If they say no, give them your card, but don't count on a call back. Ideally call in next 48 hours, but in for sure within the next week.)

Sample 2:

"Have you heard of Arbonne?" **Yes**

"Are you currently using our products?" **No**

"Do you mind if I ask why? My consultant no longer sells it or I saw it in a doc's office once...."

Well, do you keep your options open for other ways to make money? **Yes**

Can I get your contact info? I'd like to schedule a time with you to share about Arbonne and an additional income stream. (Get their info. If they say no, give them your card, but don't count on a call back." Ideally call in next 48 hours, but in for sure within the next week.)

Sample 3:

"Have you heard of Arbonne?" **Yes**

"Are you currently using our products?" **Yes**

"Aren't they wonderful? If you haven't considered an opportunity with Arbonne before, I recommend you get with the person that told you about the products and learn more about the income opportunity." (Always refer them back to their sponsoring consultant.)

Overcoming Objections

My house is too small:

"I completely understand your concern. One of the great things about Arbonne is that I can do a presentation anywhere; it doesn't have to be in a home. We could meet at local coffee shop, my house or a quiet place in my community. Would that work for you? If the say no: have a fallback position and offer a one on one."

I don't know anyone

"How many people do you feel like you would have to invite? Would you reconsider if you knew that I was looking for you to have 5 friends over for a light, fun get together?"
If they no, offer a one on one.

I don't have much time

"I completely understand; I really want you to experience Arbonne. Why don't I come to you for 15 minutes and give you a few samples to try so that you can get some well deserved pampering?"

It cost too much

"I completely understand. We are all on a budget days. One of the things that makes being a host so attractive is that you can save 80% on products you are already using and your friends will be offered the opportunity to be a preferred client which gives them a 20% discount all the time."

If they say no, have a fall back position to a one on one.

OR

"I do understand your concern, although you would be surprised that because our products are so concentrated our products last so much longer than most. Typically when someone isn't happy with a product line they stop using it & they feel that they wasted their money. With Arbonne the satisfaction rate is so high that you will find that because it does last so long, if you break up how much you spend in a day on your Arbonne products, you will find that you are actually saving more money than what you would have been if you were dissatisfied and kept throwing out products & purchasing new ones."

Prepare for No's! Some Will, Some Won't, So What – Next!