CUSTOMER Service Checklist:

Please NOTE: All customers will receive a welcome email from Kristen Wyatt (our nearest up-line that is a VP of sales) the FRIDAY after they enroll. They will always receive a monthly newsletter with updates on events, Care & Share, and stock issues.

o   Walk them through the order process over the <u>phone</u> if you can.
o   Ensure their auto ship is set up correctly, and walk them through logging in, how to edit, etc.
o   Show them their **referral link** (theirusername.myqsciences.com)
o   <u>Mention Care & Share:</u> "We have a referral program also! So even though you didn't want to go the business route, what three people do you know that you can ask to try this with you so your products can be free?"
o   Add them to a three-way chat with your sponsor: "Hey _____ (sponsor name)! This is my new customer _____ (customer name)! I just wanted to introduce you guys so she could have your info for extra support if needed!"
o   Ask them if they would like to be a part of our Q Fit community:
o   Let them know what they've been added to: "Just so you know, I added you to our Facebook support page! There are lots of people on that page with health goals like you have, so it's a great place to get support or ask questions!"
o   Mark your calendar <u>RIGHT AWAY</u> with a few follow up dates: **3 days after their first order date, 7 days after their first order date, 14 days after their first order date, & 22 days after their first order date** (reach out examples for each date below).
o   Send a THANK YOU CARD to them right away. Hand written, with a sample of something they didn't order (if you can), and thank them for trusting you & for supporting your small business. Tell them hoe hopeful you are for their health & how confident you feel that these products are going to change everything for them!

Reach out EXAMPLES:
(should be phone calls if possible)

3 DAY REACH OUT: (create more excitement, and make sure they know how to track their order)
"Hey just checking in, I just tracked your package & it looks like the label has been printed & it's ready to ship out (or tell them the status)! I'm so excited for you to get started!! You have to promise you'll text me right when your package arrives!"

7 DAY REACH OUT: (ask specific OPEN ENDED questions)
"Hey friend!! So fill me in! Are you liking the cinnamon flavor?"
"Hey there! I'm so excited to hear your thoughts! Are you remembering to take the second pack of pills in the afternoon okay??"

14 DAY REACH OUT: (remind them about care & share – ASSUME they are loving the products)
"Hey hey!!! I am eager to hear what you are noticing now that it's been a week or so! I know we briefly talked about the referral program, but I was wondering if you could think of 3-5 people to invite to a little online event we are having? It would help me continue getting the word out about my business, but hopefully it will help you earn your products free too! Thoughts?"

22 DAY REACH OUT: (introduce new products & communicate via our newsletter)
"Hey friend! Did you get the email with our customer newsletter from my leader Kristen?"

(if they did not – forward to them, if they did – then say):

"Okay awesome! I wanted to make sure you knew which products were having stock issues before your auto ship went through! Also, I know you're just ordering hemp for now… but do you already take a multivitamin that you love?"

If they do…. Say: "Would you be open to trying our core box of overall health supplements (including a really high powered multivitamin) and comparing it to what you use now? If you don't like them, you can just get your money back and switch to yours again, but I'd love for you to try!"

NOTE: *Use this type of phrase to recommend that they try any other products. If they are takin Q Core - ask them to try Q Fuse hemp oil, if they are taking both – ask them to try QFocus for a month! Always be recommending products that could help them!*

From here on out… continue to check in with them periodically as needed, and maintain a RELATIONSHIP with them completely outside of Q Sciences talk ☺