



Customer Follow-Up Scripts

Following-up is essential to the success of your business. Expressing an active ongoing interest in your customers' experience is the best way to retain them over time. Retaining customers, educating them about other valuable Life Force products and opportunities, and asking them for referrals are all great ways to expand your business.

The following scripts are for your use in following-up with new Life Force customers. Feel free to edit them as appropriate. These are intended as general guidelines for covering what is important from a health and also a business perspective.

PLEASE NOTE:

*Calling to have a personal conversation is more effective than sending an email. If you are calling, instead of reading these scripts express the key points in your own words. The "Follow-Up Calls" bullet points on back of the **Customer Tracking Form** are great for this purpose. Take a moment to review both sides of the **Customer Tracking Form** and go over what you need to cover before calling.*

*The **Customer Tracking Form** is item #8 at <http://teamcrown.net/gettingstarted>.*

If you are unable to reach a customer by phone, then customize the appropriate script with your contact information, personal greetings and other pertinent details, and paste it into an email. Then leave a message referencing the email. You can also send an actual letter; this can add an elegant note of thoughtfulness.

Regardless of whether new customers have time to return your call or email, they will appreciate your attention and care.

ESTIMATED PRODUCT DELIVERY DATE

Hi *[Add their name]*,

[Add your name] here. I am writing to make sure you received your Life Force order in good condition. I look forward to working with you to achieve your health goals. Please do not hesitate to call me if you have any questions.

If you are taking Body Balance, take two to four ounces on an empty stomach. You can break this into a morning and early afternoon serving, if you prefer.

Occasionally people experience detoxification symptoms for a couple of days, such as lethargy or headaches. When this occurs, it is typically the result of stored toxins being released and eliminated from your system. This is a good thing—increase your water intake and get enough sleep. If necessary, take less Body Balance until the symptoms have passed.

The aloe in Body Balance typically improves nutrient absorption in the intestines. As a result, be aware that Body Balance may also increase the effects (including side effects) of medication and other supplements. Check with your health care provider about adjusting medication dosages.

[Include only if they are taking an OsteoCare product.]

If you are taking an OsteoCare product, remember to take a tablespoon twice a day with meals. If you experience gas or loose bowels, decrease the amount to one teaspoon twice a day and gradually build back up to one tablespoon as your body adapts to the magnesium.

[Use the information relevant to the OsteoCare product they are using.]

Do not refrigerate Osteo**Pro**Care. You can stir Osteo**Pro**Care into a cup of herbal tea to help digestion and make a yummy treat.

Refrigerate Osteo**Omega**Care and do not place it in hot beverages (to protect the omega oils). All OsteoCare products are great in smoothies.

You can find additional information on the products by giving me a call, by visiting the weblink below or at <http://teamcrown.net/library>.

Your name

Your phone

Your e-mail

Your LFI website address [or www.LifeForce.net and your PIN]

DELIVERY DATE PLUS 10 DAYS

Hi *[Add their name]*,

This is *[Add your name]* again. I am writing to check on how you are feeling after a week and a half of taking your Life Force products.

Please do not hesitate to call me if you have any questions or concerns. We also like to hear about your positive results.

Congratulations on your decision to support your health and well-being with products that have been clinically tested and endorsed in the offices of thousands of health care professionals over the past 25 years.

If you would like to learn more about _____, please
[fill in one of these options, as appropriate]

Read the attached article or testimonial _____.

Visit the following link for information _____.

Attend a presentation *[provide details]* _____.

You can find additional information on the products by giving me a call, by visiting the weblink below or at <http://teamcrown.net/library>.

Your name

Your phone

Your e-mail

Your LFI website address [or www.LifeForce.net and your PIN]



DELIVERY DATE PLUS 20 DAYS

Hi *[Add their name]*,

This is *[Add your name]* again. I am writing to check on how you are feeling after three weeks of taking your Life Force products. It would be great to get in touch to update your Wellness Evaluation. Are you continuing to notice changes in areas you had identified for improvement? How is your energy level?

Your autoship order for _____ is due to ship on _____. Now is the time to consider if you would like to make any changes before your shipment is sent. Do you wish to adjust the amount of Body Balance *[and/or other products]* you are ordering? The unit cost goes down substantially when you order larger volumes. Would you like to try any new products?

Keep in mind that we can set your autoship order to be monthly or every-other-month. To make changes you will need to call five days before your autoship date with your Life Force ID # *[enter their PIN here]* and the credit card information you used to make payment.

The easiest way to accomplish this is by calling the company at (800) 531-4877. Hours of operation are 8:00 AM to 6:00 PM Mon-Fri (Mountain Time) *[adjust for local time]*. You can also change your order online by registering at the weblink below. You are always welcome to call me if you would like my help.

Are there any other health concerns you would like to address or products you would like to try? You can find additional information on the products by giving me a call, by visiting the weblink below or at <http://teamcrown.net/library>.

If you know others who have health concerns or who could also benefit from Life Force products please let me know. I will be happy to support you in informing them of the health benefits available through Life Force. Life Force will send you a generous “thank you check” for any referrals. This can offset the cost of your products.

Thank you for the opportunity to be of service. As always, do not hesitate to give me a call or send an e-mail (please include your phone number and the best time to reach you, if you do not reach me directly).

Your name

Your phone

Your e-mail

Your LFI website address [or www.LifeForce.net and your PIN]



DELIVERY DATE PLUS 50 DAYS

Hi *[Add their name]*,

This is *[Add your name]* checking in. I would like to chat with you about how you are doing on your Life Force products so far and review your Wellness Evaluation. When you have a moment, please give me a call at the phone number below.

I hope you are continuing to notice improvements in your overall well-being. Are there any other health concerns you would like to address or products you would like to try? You can find additional information on the products by giving me a call, by visiting the weblink below or at <http://teamcrown.net/library>.

If you would like to learn more about _____, please
[fill in one of these options, as appropriate]

Read the attached article or testimonial _____.

Visit the following link for information _____.

Attend a presentation *[provide details]* _____.

If you have placed a monthly or every-other-monthly autoship order, now is the time to consider if you would like to make any changes before your shipment is sent. To make changes you will need to call five days before your autoship date with your Life Force ID # *[enter their PIN here]* and the credit card information you used to make payment.

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If you know others who have health concerns or who could also benefit from Life Force products, please let me know. I will be happy to support you in informing them of the health benefits available through Life Force. A handful of referrals can easily cover the cost of your products—on an ongoing basis—while providing health benefits to people you care about.

Thank you again for the opportunity to be of service. As always, do not hesitate to give me a call or send an e-mail (please include your phone number and the best time to reach you, if you do not reach me directly).

Your name

Your phone

Your e-mail

Your LFI website address [or www.LifeForce.net and your PIN]