


MAPPING with the PC Genealogy Report

Every customer deserves to be cared for! Do this monthly in order to provide positive experiences for your PCs and your team's PCs.

<p>Star Raving Fan CUSTOMERS</p> <ul style="list-style-type: none"> -Using more than one product -Loved the Shred10™ -Coming to events? -Sharing story with others? -Giving you referrals? 	<p>Underline those who would benefit from adding</p> <ul style="list-style-type: none"> -Trio -Shakes/Bars -Omegas -Tower Garden™ 	<p>Highlight common interests/networks</p> <ul style="list-style-type: none"> -Same Local Area -Sports Teams -Church Groups -Professions -Social Media 	<p>Circle PAY IN FULL orders to convert to installment.</p> <ul style="list-style-type: none"> -Explain why -Recommendation -Permission 	<p>Star Next Ship Dates that are in the next 30 days for you and your team you are mentoring.</p> <ul style="list-style-type: none"> -Click on KPI numbers at end of month -Oversee and provide good customer care to the people that you see listed 	<p>In ID Column, highlight 'C', 'D', 'HC', 'P', 'N'</p> <p>C= Cancelled D= Declined Credit Card HC= Sent to In-house collections P= Paid-One Time Shipment N= New M=Has not updated payment</p>
<p>INVITE YOUR CUSTOMER TO JOIN OUR MISSION</p> <p><u>What to say:</u></p> <p>"I'd love to hear your story!"</p> <p>"I know your story could bless so many - have you shared this with anyone else?"</p> <p>"I love helping others say yes to their whole food story. Would you be open to learning more?"</p> <p>"You are already doing what I'm doing." (Could mention paying for their product or \$ / having a personal franchise)</p> <p>"Would you be open to hosting an event in your home or on Facebook or Zoom?"</p> <p>"I would love for you to meet my friend _____ and hear her story." (Invite to 3-Way Call with NMD)</p> <p>Send business video story from TheFreedomRevolution.com</p> <p>"A doctor is coming to town to speak about health, can I pick you up to come with me?"</p> <p>"Thank you for being a great customer!" "Thank you for referring your friend _____ to me." (Send them a gift/gift card)</p>	<p>START THE CONVERSATION</p> <p><u>What to say:</u></p> <p>"I know you have added the nutrition from 20 fruits and vegetables. Can I send you a video about the Vineyard blend and how you can add even more for a total of 30 per day?"</p> <p>"I know you have added the trio. Can I send you a video about the Complete shake and how you can add 15 more whole foods each day?"</p> <p>(Send video or invite to event, 3-Way Call etc.)</p> <p>ONCE THEY ARE ON TRIO or TRIO & SHAKE - STAR THEM AND REFER TO COLUMN #1 IDEAS.</p>	<p>CONNECT TO AN APPROPRIATE EVENT</p> <p><u>What to say:</u></p> <p>"Would you be open to learning more on Facebook or Zoom?"</p> <p>"I would love for you to meet my friend _____ and hear her story." (Invite to 3-Way Call with NMD)</p> <p>"A doctor is coming to town to speak about health, I would love to invite you to attend?"</p> <p>What events are taking place locally or (create one) so I can invite my customers in this community to hear a doctor speak or possibly to a business event at some point?</p> <p>Check events in the community to plug them into. Go to the Co-Op List on missiondrivenmodel.info to find local groups.</p>	<p>ENCOURAGE INSTALLMENT PAYMENTS</p> <p><u>What to say:</u></p> <p>"I just learned what is best to set you up for success in paying for your JP+. I am recommending that my customers pay on the installment plan monthly. Can I have your permission to set you up to pay on the installment plan."</p> <p><u>Success Tips:</u> Paying via installment is best for the customer, longevity and stability in your PVC and paycheck. Duplicate this concept with your team. If your customer asks to pay in full then of course we always do what is best for them. Unless they ask, put everyone on installment.</p> <p>-We recommend adding 5 new Trio Customers a Month. -Why 40 trios? This creates a personal customer volume of 1600 in column number 6 on the PVC report. It does ebb and flow with raving fan customers becoming Reps but just continue adding more customers each month and teach others to do the same. This builds bigger paychecks for your team, providing positive paycheck experiences.</p>	<p>PROVIDE POSITIVE CUSTOMER EXPERIENCES</p> <p><u>What to say:</u></p> <p>"Hello this is _____, I am checking in with you to see how you are doing with your JP+. I wanted to make sure you will be ready for more JP+ on _____. Please let me know if this date needs to be adjusted. I'm so thankful for my JP+ and wouldn't be one day without out so I don't want you to run out. "</p>  <p>Are you ready for your next box of Juice Plus+?</p> <p>Think how can I provide a positive customer experience this month for these people and give them notice 2 weeks or so in advance of their next ship date?</p> <p>Schedule time in your calendar to provide positive customer experiences each week, this week.</p> <p>REFER TO COLUMN #1 IDEAS</p>	<p>PROVIDE POSITIVE CUSTOMER EXPERIENCES</p> <p><u>What to say:</u></p> <p>Customer who wants to cancel:</p> <ol style="list-style-type: none"> 1. Were you able to take JP+ consistently for 4 months? 2. You were paying \$_____ for yourself and your child per day. Do you feel this was a good value for a variety of 30 whole foods? 3. What was your overall experience with JP+? 4. Do you think you will consider getting JP+ again in the future? 5. Do you think I gave you good cust care and is there anything I could have done better? <p>Customer who has a declined credit card: "I'll bet you have a new credit card or expiration date (pause). Your last payment didn't process so can I get your new CC#? (smile with teeth :)</p> <p>If their credit card continues declining their order will be sent to an in House Collections (HC). They will receive a post card in the mail. It is ideal if you contact them first!</p> <p>Paid (P) - This is a one time shipment. We find most customers enjoy the installment plan for budgeting and a long term health.</p> <p>New (N) -How can I provide a positive customer experience for this person? Use tools from MDM to create the best customer experience. Ask, learn, be curious and take notes about your customer. Remember these 1st 4 months they are on JP is when they are often THE MOST EXCITED about their decision. Event, Connection, Invite....</p>

Add these customers to your Memory Jogger
Use Tools from the missiondrivenmodel.info to create the best customer experience.