APPONIMENT SETTING SCRIPT #1

Hello is (Their name) there please?
Oh hi (Their name), this is (first, last name) calling. I am so glad I was able to reach you.

You've requested some information from me recently about working from home and the reason that I am calling today is to request a time and a day that I can set an appointment with you, where I can give you a call back, take up about half an hour of your time, to get all of that information to you.

(Prospect: oh yes..)

What works better for you? Morning, Afternoon or Evening? (Wait)

Excellent! Well I have (day) free at (time) o'clock. Does that work well for you?

Great, thank you! I am putting you down in my planner now and what I am going to do is email you confirmation of our Business appointment. Can you also do the same for me – write it in your diary? Okay, thanks.

Now, that email will also have my details on it, so you know that I am a real person (laugh), and also if something should come up and you can't make our appointment, you can simply reply to that email or give me a call on our office number and let me know that we need to re-schedule that for a more convenient time.

Excellent – just checking that your email address is (____@______).

Fantastic, I'll get that away to you shortly, and I will talk to you on (day) at (time) am/pm. Thanks ____________, Bye!

SCRIPT FOR INCORPORATING SPOUSE INTO THE APPOINTMENT #2

Hi ___________? This is ________ from the EveVenture you requested information from me on working from home. Is this a good time for you?

Whether prospect says yes or no – you continue with this:

Okay, _______ , I won't take much of your time today – I just want to set a time to get the information you requested to you.

(ask a question- example is):

How long have you been looking for something to do from home?
That’s great – are your looking to do something PT or Full-Time?

Response: Okay, sounds good. We do help people work part time and full time.

Okay, will you be the only person involved in making a decision when it comes to starting your own business. OR Will your spouse or partner be involved in the decision making?

(if they say NO, they make the decision say: Okay, that’s great. Because if you were going to need to talk to a spouse or partner before making your decision, then we would prefer to set the appointment with both of you present.

THEN: proceed to setting appointment as usual below.

If they say YES a partner helps make the decision you say: That’s wonderful! We always like the other half to take an interest in our business builders decisions! I’d like to get together with both of you by telephone say tomorrow evening at (name a specific time here). Is that a good time for both of you to talk with me by phone? If they say NO not a good time – suggest another SPECIFIC time with confidence.

Yes: Great! Do me a favor – mark your calendar and I will do the same. I like to treat these appointments as if we are meeting for a cup of coffee! So if something comes up – let me know and I will do the same for you. Sound good?

Great, my number is ________

Okay, our meeting tomorrow at restate the appt time will go in depth about how you earn money with us from home and answer specific questions you have. I’m looking forward to it. Bye for now.

SCRIPT FOR OPENING THE LIVE EV PRESENTATION

Hi, _____ its ____ from EveVenture. I am calling to share the business information with you as promised.

How are you his morning/evening?
So, how long have you been looking to work from home?

So Recently you requested information from me about a Business that you can do from home and today, we are going to get that information to you. (PAUSE)

The way we do that is via a Live conference call with one of our team presenters. The reason we like to share it with you this way is, firstly to make sure the same quality of information is shared each and every time, and it is also a GREAT FREE Business tool to help you leverage your time around your family and other commitments while you are working.

Courtesy of Senior Director IV Jenny Jones - May 2011
The Presentation goes for around 30 minutes. Again, this ensures we get all of the information to you.

And once the presentation is finished I will come straight back onto our call and we talk about the information you have just heard, and touch on the number of reasons why it is such a great business for anyone.

*Note run through the taking a prospective customer to a live call check list*

Do you have a paper and pen handy? Great, please jott down any notes and questions as you go through the information and I will go through that with you at the end.

So what I am going to do is pop you on hold for just a moment and dial us into the conference line, you will hear some beeps this is just other guests joining the call. Okay, enjoy............I'll be back on the line soon as you hear the information........” – you can walk away (VIP! set your kitchen timer for 25 mins)

**SAMPLE CLOSING SCRIPT**

“Closing” the Call:

*Posture! Posture! Posture! Stand up and smile.*

As soon as you get back on that call you need to be excited and ready to get them started! Take a deep breath and......... Come back off the conference call.

Hi (Their name), I’m back, NOW – that was some great information that you just heard right? (pause)

So (presenters name) said that I would ask you...........
What was it that appealed the most to you about the information you just heard?

Was it …

- The products – Having a safer home for you and those you care most about?
- Melaleuca – the ethical company, focusing on real people with a risk free business offer?
- EveVenture – the NO COST Websites, the unique Business Model, with daily Business Support. OR
- ALL OF THE ABOVE?

Courtesy of Senior Director IV Jenny Jones - May 2011
Great, you sound a lot like I did when I first heard the information. Did you see yourself as a Category 1, 2 or 3. Fantastic I will be here as your business coach/shopping coach.

Would you be using a Visa or Master credit/debit card when ordering your products?

Note: If the person getting started hasn’t got a credit card and therefore you cannot do an Online Enrolment (switch over to the paperwork enrolment).

What I am going to do now is log into our online enrollments screen and invite you into a live enrollment so you will be able to see all that I am typing to ensure the details are correct.....

Fantastic, (The Presenter) spoke of the benefits of a Career or Value Pack so which one of those would you like for me to get Melaleuca to ship to you?

(let them choose either a CP or VP – if you get an objection about money, * No matter what they say stay positive do assume that they cannot afford the VP/CP ask them is a better day to place that order, ie. Payday if still cannot afford it then you can revert back to offering either the Healthy skin essential pack with Vitality pack (I like to add a candle), or the Everyday essential pack with the vitality pack (again I add a candle, they will be hooked 😊) these orders are under $150 and 52pp, still quite a good way to begin trying Melaleuca’s products though I would stress if they are building a business they need to purchase either a CP or VP in month 2 or 3 to take advantage of the ongoing bonuses they offer.

Not a problem, ..........with your home, my suggestion would be the (suggested order). Okay, so I will have them process that as your first order and get them to ship that straight to you with your Membership Kit.

now I need to also make sure you understood the backup order and cancellation information.

Backup Order Okay, __________, I know the presenter already covered this but I wanted to just recap it very briefly for you. Melaleuca has a caring service in place for us. I’ve never used it myself – but I do feel more secure knowing its there for me. Let’s just say that six months down the road from now you have achieved your income goal of a few hundred a month and are enjoying the products. And then you win a trip to Thailand and run off to play on the beach! In your excitement, you forget to place your order with Melaleuca. Melaleuca is not going to freeze your cheques, or cancel your preferred customer status because they have the backup order plan in place for you. Every customer starts with a

Courtesy of Senior Diretor IV Jenny Jones - May 2011
backup order on file so that if they do have an emergency or forget to place their order for some reason, everything remains uninterrupted. Melaleuca just ships them a backup order for their product point requirement and everything remains uninterrupted. Do you feel like you have a good understanding of the backup order, __________?

Welcome to the TEAM!

What I will do now is personally send you an email with all your training details in it that lets you know where to go to from there. What we need to do is set a time to catch up again within the next 48 hours, when will work for you? Tomorrow at ____ or (Day) at ____, great, I need you to have listen to the 48hour training call in your website and to have completed your Goal sheet for me.

Excellent! Again, I am thrilled that you have decided to get started with us, Bye...