

WAHU SCRIPT HANDBOOK

Appointment Setting Script - Setting appts. within 24 hours

"Hi is this _____? ...Or Hi may I speak to _____?"

Website Lead: This is _____ from Work At Home United, how are you? I am calling because you had requested information about working from home from our website, do you remember doing that? Great do you have a few seconds to chat real quick?

Generic Lead: I am calling because you had requested information about working from home from an online advertisement, do you remember doing that? Great I am calling from our TEAM called Work At Home United - do you have a few seconds to chat real quick?

Great, Tell me why are you looking to work from home? (THIS IS THEIR WHY make sure you write it down!)—if they say they work outside their home find out what they do!

(This is a time to build rapport and make a connection with them. do they have kids? how old? You can briefly share with them something about yourself like how many kids you have or relate to what they have told you. Build a relationship with them this will build trust and the best way to do that is to be enthusiastic, excited and having your own belief in what you are doing.)

How long have you been looking for something to do from home?

Have you tried anything before? (if yes - what did you like or not like?)

Also what type of income are you looking for?

Well, _____ what I want to do is schedule a time with you to get you all of the details about our team and business. Our team has put together some 25 minute live overview calls to do that. You aren't obligated to anything this is just to educate you about our team and company so you can make an educated decision for yourself.

Would days or evenings best for you?

Great I have _____ available or _____ available (try to schedule appt within 24hrs)

Ok _____ I will call you about 5min before _____ and I will dial us in together. You will want to grab a pen and paper just to jot down any questions you may have. I am so excited to get you the details on how our team can help you _____ insert their why here_____.

(Let them know you will also send an email to confirm the appt set--)

"I look forward to talking with you _____! Have a great day/night"

Appointment Setting Script - Setting appointments prior to the call

Hi, Is _____ in? Hi _____, this is _____ with Work At Home United.
I was calling to give you the information you requested. Is this a good time for you?

(if they say yes)

OK great it will take about 30 minutes to get you all the information is that ok? (wait for response) (if yes move on if no reschedule for when they have the time 10 minutes prior to a preso time)
Tell me a little about yourself...

Do you work outside the home or at home? (If they are working?) What type of work do you do?
What is your motivation to work at home? Do you have children? (Your goal here is to build rapport, make them feel comfortable and also find out if they qualify)

How long have you been interested in finding something from home? Have you tried anything else yet??

Our Team works with an international wellness company called Melaleuca – have you ever heard of them before? (wait for response)

if “yes” – that’s great - what do you know about them?

If “no” - Well, I hadn’t either, so I did a little research and found they are a manufacturer of wellness products that are environmentally sensitive and have their headquarters in Idaho Falls, Idaho. I am excited to share with you how our team is able to work from home with them without selling, stocking or delivering products.

One of the unique things about our team is that we actually make sure you get ALL the details about what we do. We want to give you all the information that you need, from top to bottom before you have to make a decision. I will three way us onto the informational call now so you can get that information. Just so you know you don’t have to worry if you have any background noise. The presenters will mute the lines out for us. I will dial us on to the call now so go ahead and grab a pen and paper to right down any questions that come up so I can answer them for you at the end of the call.. ok
_____ hold on one moment

Three way your guest on the call

Setting an Appointment for a Web-cast Presentation

When calling your prospective appointment, you will go thru the same steps in setting the appointment for the web-cast as you do for a phone presentation: Establish rapport—finding out their reason for wanting a home business.

Here is an example of calling and setting an appointment for the web cast:

1. Hi Sally, this is Melanie with Work At Home United. You requested information from me regarding a home based business. Do you remember doing that? Great! Is this a good time for you to take up a couple minutes? Great. Have you been looking around for awhile for a home business or did you just start looking? (if they have been looking for awhile, ask them what types of things they have looked at). Tell me Sally, WHY is it that you are wanting to work from home? (LISTEN. They will give you a lot of info here)

Sally, I would love to set a time with you so that I can get you all the details about our business, what we do, and what it all entails at one time. That way, you can decide for yourself if this is for you. We have a great way to get you the details. It is called WEB-CAST—we give you all the information right over your computer. It is a great visual presentation and audio overview of all of the details. Our web cast presentations are at 6:15pm mst (CONVERT to their time), would that work for you? Great!

I am going to send you an email, Sally, with the details on this. What you will do, is log into the site, there is a quick plug in that you will need to download—it should only take a few seconds. It is actually for the voice part of the presentation. Once you do that, you will just log in with your first name only. No password is needed. I will meet you in that room at 6:10pm mst, Sally. You will see my name there. As soon as it is finished, I'll give you a call so that we can chat and I can get your opinion!

Let me give you my name and home number Sally. That way, if something comes up, you can give me a call. I look forward to getting you all the details Sally! Have a great night and I will talk to you later.

(NOTE: it is BEST to take them to the site as you set the appt to make sure they can see the correct sign in page, download that and then hear the music. BUT, some may not be able to stay on phone and computer at the same time. We can write that in there if you want to give them both options.)

"Confirm Web-cast: "Great Sally! I have it written down so I will be online in the room to greet you at 6:10p.m. Mountain time (convert to their time). You will want to log in prior to gain access. I will call you between 6pm -6:10pm to make sure you are logged in and ready to go. I am so excited for you to see and hear all the details and learn how we can help you XXXX (their why). I will send you your web-cast invitation with login and website instructions."

If NO access to computer, proceed with phone presentation appointment setting

Introducing a guest on a Presentation Call

3-way your guest on the presentation call. Once you are on the call you will want to introduce your guest so the presenters can welcome them to the call. This way they know it is a live call and can hear the excitement and energy within the team. You will want to introduce your new guest like this.

Hi, this is your name from State, and I have my guest guests name from guests State on the line with me.

After the call closings - 3 step system

_____ can you hear me ok? Great- wasn't that an awesome call! I'm sure you can see why I love this team and company so much.

1. What did you like best about the information you just heard? Was it the product side, the business side or the support team?

<LISTEN> <LISTEN> <LISTEN>

2. Great, it sounds like it makes sense to you! At the end of the call you heard them mention 3 categories of participation. Which category fits best for where you can see yourself with Melaleuca?

IF THEY SAY CAT 1: I know you'll love being a customer. Our family has saved so much money and we love the products.

IF THEY SAY CAT 2 or 3: That sounds like it would be a perfect match for what you shared with me earlier. Category 2/3 is perfect because together we can get you the initial training. As you start to put it all into action, we can move you toward that solid part-time/full-time income you said you needed.

3. Let me tell you what our next step is. To get started with your risk-free account, I am going to gather some basic information from you and put it right into Melaleuca's secure database. Are you able to be on the phone and your computer at the same time? (If possible, you need to REMAIN on the phone with them to walk them through the confirmation process.)

If they can remain on the phone for the confirmation process

_____ I just have a few questions to ask you as I input your information into Melaleucas system. This will just take a couple of minutes. (Once you have inputted everything) _____ you should be receiving if you haven't already an e-mail confirmation directly from websupport@melaleuca.com . Let me know as soon as it comes into your Inbox, so I can walk you through the confirmation process. I will stay on the phone with you and walk you through the process incase you have any questions or have any problems. Once we finish the confirmation process, I will send you a WELCOME LETTER from our team, with your personal website included. We can then begin the process of making a plan of action for you, so that you can reach your goals!

If they cannot remain on the phone during the confirmation process

_____ will you be able to jump back on your computer in the next 10-15 minutes to check your e-mail? (If yes) I just need to get some basic information from you that I will then plug into Melaleucas corporate website. Once I do that you will receive an e-mail from websupport@melaleuca.com to confirm the enrollment process.

Here is the information you need to collect from them. You can plug this information in with them on the telephone.

- Full name
- Mailing address and phone number
- Email address
- Birth date- this is to make sure a new customer is over 18 years old
- Form of payment- Melaleuca accepts MC, VISA, Discover Card, Electronic Checking or Debit Card

_____ You should have a confirmation e-mail in your inbox now. I will give you a call back in 30 minutes to make sure you don't have any questions. At that point we can begin the process of making a plan of action for you, so that you can reach your goals!

Walkthrough Appointment Confirmation for New Customers

_____ did you receive your e-mail from websupport@melaleuca.com. It will be titled: COMPLETE YOUR MELALEUCA ENROLLMENT

First just click on "Complete your Melaleuca Enrollment" This will take you to Melaleuca's website and will then ask you to enter your zip code.

_____ now it's going to take you through a quick step-by-step confirmation process. You just need to confirm that your name and birthday are correct. Next enter your social security number.

Ok, now confirm that your address, telephone number and e-mail address are correct.

Lastly make sure the form of payment I plugged in is correct and also add a secondary form (Recommended but optional)

_____ next you just need to initial that you know about Melaleucas back up order system and confirm the one on file.

Now you will see the information on purchasing a Melaleuca Career and Value Pack. (You can go right through the benefits at this point and get one ordered and on its way) If they are not ready to place that order have them skip over that page and let them know you will explain the benefits of the vp/cp when you put their first order together.

_____ next you will see Melaleuca Terms and Policies - at bottom of the page you need to type your name in the box and check confirming you are legally the person signing and enrolling.

You will need to do this also for the Customer Agreement and Independent Marketing Executive Agreement.

Now Melaleuca will have you create your username and password so you can access their website to place orders and to have access to the many tools provided.

- Choose Username and Password for Melaleuca Account online
- Enter a Pin #...

_____ you will want to write this information down so you can access it in the future. You will need this username, password and pin to do things like placing orders online and enrolling new customers.

Lastly choose a date you would like to be emailed a monthly order reminder!! (Expresslink)
And then CLICK FINISH ENROLLMENT!

Congratulations _____ you are ready to go and we can begin mapping out a plan to achieve your goals with our team. I am now going to send you your welcome e-mail letter from our team with your free website. Real quick I want to schedule another time for us to get together so we can get you started either later today or first thing tomorrow. What time works best for you?

Great _____ I am so excited to partner up with you and _____ insert their initial why here _____

Look over that initial welcome e-mail I am sending and we will talk _____ (reiterate the time of your next appointment) _____

If your new customer is having trouble viewing and confirming the enrollment process check to make sure they have the following. If you still have trouble contact Melaleuca's web support line at: 800-742-2444

Closing a presentation call with a new partners Friend/Family on products only

Hi _____ Can you hear me OK? GREAT...what did you like about the information they just gave you? Really great..What else? OK What else (keep asking until they don't have anything else they liked) Well _____, What category did you see yourself getting started at? (at this point they might have questions so I go ahead and answer all of their questions for them)

Well _____, I want to thank you again for coming and supporting _____ on her decision to make her home safer and improve her family financially. I know _____ would love to have your support in switching to her Melaleuca store and making your home safer also. Lets go ahead and get you started!!

Then simply help your new partner get their info to get their account all opened up. If they still have concerns answer them but if they need time to think go ahead and have your partner send them the follow up email and schedule a time to follow up or take some products to their house with the catalog.

Closing a presentation call with partners friend/family on the business opportunity

Hi _____ Can you hear me OK? GREAT...what did you like about the information they just gave you? Really great..What else? OK What else (keep asking until they don't have anything else they liked) Well _____, What category did you see yourself getting started at? (at this point they might have questions so I go ahead and answer all of their questions for them)

Well _____, I want to thank you again for coming and supporting XX XX on her decision to make her home safer and improve her family financially. I know XXXX is really excited to help you get started today as well and start enhancing your families lives by becoming financially independent....Lets get your Melaleuca membership started!!!

Then simply help your new partner get their info to get their account all opened up. If they still have concerns answer them but if they need time to think go ahead and have your partner send them the follow up email and schedule a time to follow up or take some products to their house with the catalog.

Script for following up after a presentation call

Hi _____ this is _____ with Work At Home United. (Continue to build the relationship with them and ask them about their family, kids, job, etc)

_____ I know we schedule this time for me to follow up with you about Melaleuca and our team. Did you receive the e-mail that I sent to you?

If no (you will probably need to resend and reschedule an appt. If this happens I like to stay on the phone with them and make sure they receive the e-mail)

If yes – Great, did you have a chance to look over everything? (At this point if they have they will probably have questions for you. Answer their questions and finish with step 3 of the closing script)

Step 3 of the closing script - Let me tell you what our next step is. To get started with your risk-free account, I am going to gather some basic information from you and put it right into Melaleuca's secure database. Are you able to be on the phone and your computer at the same time? (If possible, you need to REMAIN on the phone with them to walk them through the confirmation process.)

If they can remain on the phone for the confirmation process

_____ I just have a few questions to ask you as I input your information into Melaleuca's system. This will just take a couple of minutes. (Once you have inputted everything) _____ you should be receiving if you haven't already an e-mail confirmation directly from websupport@melaleuca.com . Let me know as soon as it comes into your Inbox, so I can walk you through the confirmation process. I will stay on the phone with you and walk you through the process in case you have any questions or have any problems.

Once we finish the confirmation process, I will send you a WELCOME LETTER from our team, with your personal website included. We can then begin the process of making a plan of action for you, so that you can reach your goals!

If they cannot remain on the phone during the confirmation process

_____ will you be able to jump back on your computer in the next 10-15 minutes to check your e-mail? (If yes) I just need to get some basic information from you that I will then plug into Melaleuca's corporate website. Once I do that you will receive an e-mail from websupport@melaleuca.com to confirm the enrollment process.

Here is the information you need to collect from them. You can plug this information in with them on the telephone.

- Full name
- Mailing address and phone number
- Email address
- Birth date- this is to make sure a new customer is over 18 years old
- Social Security number
- Form of payment- Melaleuca accepts MC, VISA, Discover Card, Electronic Checking or Debit Card

_____ You should have a confirmation e-mail in your inbox now. I will give you a call back in 30 minutes to make sure you don't have any questions. At that point we can begin the process of making a plan of action for you, so that you can reach your goals!

If you contact says I did receive the e-mail but I am not interested. Make sure you ask them "Why" Sometimes they just didn't understand something or have an objection. If you can answer that question they may very well change their mind.

Leaving Messages for Setting Up an Appointment

Leaving a Message when setting appointments and receiving your contacts voice mail

Hi _____ this is _____ from Work At Home United. You had requested information about our work at home opportunity and I was just trying to get in contact with you to get you all of our information. I will also drop you a quick e-mail so feel free to respond to me and let me know if there is a better time to contact you or please feel free to call anytime at _____. I look forward to hearing from you soon and sharing all of our details.

Leaving Messages for Missed Presentations

Leaving a message for someone who is not home for their scheduled presentation

Hi _____ this is _____ from Work At Home United. You had requested information about our work at home opportunity and I was just trying to get in contact with you to get you all of our information. I will also drop you a quick e-mail so feel free to respond to me and let me know if there is a better time to contact you or please feel free to call anytime at _____. I look forward to hearing from you soon and sharing all of our details.

Your Message on Your Home Voice Mail

If you are using your personal telephone line jointly with your Work At Home United business

Hi, you have reached the _____ household. We are not home right now so please leave a message and we will return your call as quickly as possible. If you are calling in regards to Work At Home United please go ahead and leave your name, telephone and the best time to reach you and I will return your call as soon as possible. Have a great day!!!!!!

If you have a designated phone line and message system for your Work At Home United business.

Hi, you have reached ____ your name ____ with Work At Home United. I am not available right now but would be more than happy to return your call as soon as possible. Please leave your name, telephone number and the best time to contact you and I would be more than happy to return your call as quickly as possible. I look forward to talking with you soon.