



This is a call script that was used by the company and distributors both to bring back members who were inactive.

Sample Script for Calling 90 day Inactive Members to Give Info on Joint ReForm™ & Welcome Back Offer:

The following script is presented to you in bullet point format so that it provides the talking points for you to use to engage your conversation.

This way the words never seem canned or read because they're really not. Every time you get ready to begin a group of calls read over the bullet points below a few times. This will refresh your mind in the topics and have you ready to just glance at the topics and know what they say.

* Hi, this is _____ from NutriHarmony how are you today/doing etc...

They speak: "Great, good, fine, ok etc..."

* Fantastic, the reason for my call is I just wanted to share with you a truly amazing NEW product that NutriHarmony just launched called Joint ReForm™. The results people are having and the testimonies that are coming in are incredible. [I also have been Authorized to offer you and additional FREE product as well and I will share that with you in a moment](#) My personal results have been..." (here you would share your testimony/story) OR, just listen to what ____ has to say. (read testimonial off site or out of online brochure word for word). [And when you place an order with me of Just \\$115 or more you will get a 2nd FREE product of up to \\$36.99 as well. You have to place the order with me because we have to send it in to Customer 1st properly so you get your 2nd free product.](#)

(scenario 1) They speak: Really, wow that's amazing/cool/great etc... How do I get some of this?

* Well very easily actually and the product 100% Guaranteed so there is absolutely no risk involved. Let's call Customer First and get you started (between 9-5 CT or fill out an order form with them on the phone and fax it in or call it in the next day)

(scenario 2) They speak: Really that sounds pretty amazing how do I find out more about it?

* No problem, are you near a computer right now?

They speak: Yes and it's even on too.

* Great, I just emailed you the links. See that 1st one click there. (You then show them the [Joint ReForm Online Brochure](#) and your NutriHarmony website product page and answer questions and call Customer First or fill out an order form and fax it in or call it in the next day)

(scenario 3) They speak: Well I really don't have any joint problems.

- * Hey that's fantastic (at our age) you're certainly in the minority with **how lucky you are. So what products are your favorite NutriHarmony Products (you then talk about those and get them over the \$115 so they get 2 free product and away you go).**

They speak: Well you know what...my mother-in-law has a really bad ___ so do you think this would help her?

- * Well, there's only one way to find out let's get her started on it. The product's 100% guaranteed so no worries there. (Then help them place the order)

OR- They speak: Well no one really; we all have really great joints.

- * Wow, that's fantastic! I am really happy for all of you. **So, what are your favorite NutriHarmony products that you really like? (Talk about those products and get them over the \$115 so they get 2 free products and away you go).**

OR- they speak: I really don't want to take advantage of your offer at this time.

- * OK. I want to thank you for your time and extend the offer until tomorrow night. If you change your mind and would like to order just give me a call at (your number) OR email me at (your email). Thank you so much and I hope you have a really great day. Bye.

Of course the above are talking points and you would then naturally take the conversation in whatever direction it's headed. It would be difficult for us to cover every possible scenario that could unfold.

The main thing is to enjoy the conversation and connect with that person. Many will reactivate their ordering simply because they like you.

How the 2 free product offer works.

Herein we would like to explain the free offer so you understand it while talking to your people.

1. You may offer all those that have not placed an order within the last 90 days 2 free products (each valued at \$36.99 or under) with their order of \$115 in commissionable products.
2. The order must be called in to customer first (best way) or you may fax or mail it in. If you fax or mail please put "REACTIVATION ORDER" on the top of the form. otherwise we won't know it's a reactivation order.
3. The reactivations must be placed for real people, not companies you own or dormant entities you have under you that are yours ect..
4. It will be strictly enforced that they cannot have ordered for at least 90 days. So please verify this in your back office report before calling that person.
5. Any questions please contact us at (kinberly's email address) before you begin.

Thank you and above all have fun with it.