

Keys to Success

BUSINESS BUILDER NOTEBOOK

May 2008

This Binder Belongs To Future NVP:

These materials have been produced by an Arbonne Independent Consultant and are not official materials prepared or provided by Arbonne International LLC. Arbonne makes no promises or guarantees that any Independent Consultant will be financially successful, as each Independent Consultant's results are dependent upon his or her own skills and effort. Actual financial results of all Arbonne's Independent Consultants for the preceding year are contained in Arbonne's ICCS on Arbonne's official Web site at arbonne.com.

Dear Future NVP,

I would like to take this opportunity to personally welcome you to Arbonne! Congratulations on making a wonderful decision that – should you choose – will affect your future profoundly! As your sponsor, my goal is to help you succeed and the first step I would like to take is to review this “Keys to Success” with you with you.

This binder gives you a glimpse of the activity and tools you will need to reach the top with Arbonne! It is our company’s culture that “where there is a will, there is a way”. The intention of this “Key” is to show you the “way”, all you need to have is the “will”.

As your sponsor, I am here to support you in any way that I can. My hope for you is that Arbonne can impact your life and the lives of those around you in a positive manner.

I believe that people are brought into our lives for a reason and it is no accident that you have this “Key to Success” in your hands right now. You are definitely in the right place at the right time!

Remember, you are in business for yourself, but not by yourself. I am more than happy to answer any questions that you might have, so please feel free to contact me at any time.

Welcome to Arbonne! I am so glad to have you!

Much Success,

“There is a difference between interest and commitment. When you’re interested in something, you do it only when it’s convenient. When you are committed to something, you accept no excuses, only results.”

~ Ken Blanchard

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Independent Consultant Code of Ethics

As an Arbonne Independent Consultant I Will:

- 1) I will conduct myself with integrity and responsibility and will make the Golden Rule the cornerstone on which I build my business.
- 2) I will uphold the values of Arbonne International and not engage in any deceptive, unlawful, or unethical consumer or recruiting practice that may be detrimental or reflect poorly on Arbonne International, the network marketing industry or me. I will support and advocate the Policies and Procedures and also respect the spirit and intent in which they were written.
- 3) I will familiarize myself with Arbonne's SuccessPlan and products and represent them to my Clients and prospective Independent Consultants realistically and without misleading or providing false expectations. Any claims, representations or statements I make regarding Arbonne will be those included in the Arbonne literature.
- 4) I will, to my best ability, accept and fulfill the responsibilities to train, motivate, support and encourage all in my SuccessLine. I will treat my business like any other prestigious enterprise and will fulfill commitments I make to my Clients, fellow Consultants and associates.
- 5) I will not advise or encourage excessive buying at unrealistic levels. I will resell at least 70% of all products or services that I purchase prior to purchasing additional products or services.
- 6) I will convey The Arbonne opportunity to prospects with honesty and integrity and I will not misrepresent actual or potential sales or earnings. I realize that each individual's success is accomplished through their individual efforts.
- 7) I will make courteous and prompt exchanges and/or refunds to my Clients and I will assist my Clients who have ordered product directly from Arbonne International.
- 8) I will maintain a basic loyalty and professionalism to the network marketing industry as a whole and will not engage in unwarranted criticism of other network marketing companies.
- 9) I will abide by local, state and federal laws that govern my independent business. I understand that it is my responsibility to comply with these laws, the laws of my industry and with Arbonne's Policies and Procedures as they may be amended from time to time.
- 10) I will uphold this CODE OF ETHICS and I recognize that its success will require diligence to create an awareness among all of Arbonne's Independent Consultants. I will not, in any way, attempt to persuade, induce or coerce another party to breach this Code. Any such action is considered a violation of this Code and thereby a violation of Arbonne's Policies & Procedures.

Below are your Upline Managers & VPs. Put their names in each box. They are each here to help you succeed!



Legend



Events corporately sanctioned by Arbonne. These events are classy, top notch events, and you are strongly encouraged to attend every event you can, especially those in **RED**.



Events hosted & planned by Arbonne Independent Consultants. It is our culture in Arbonne to open these events to all other consultants, for everyone to benefit from them.



National Training Celebration (NTC)

Date: _____ Location: _____

This event takes place in April each year and is where annual recognition and amazing product launches take place. You should consider this event “*mandatory*” and plan to save & attend every year!



ACTnow

Date: _____ Location: _____

Arbonne hosts several regional events a year, which are called ACTnow – Advanced Consultant Training. They are in different locations all throughout the year at different locations. These are great events to attend, especially if you are unable to attend NTC.



National Meeting

Typically takes place on the _____ of each month.

These meetings are hosted by your National Vice President. At the National Meeting, there is Consultant Recognition, Training, Product Knowledge and other valuable information shared each month. They are an excellent way to meet and learn from other Arbonne Consultants in your area & successline. They are also ESSENTIAL to staying “plugged in” to your upline and other team members.

A few hours is considered local to drive to these meetings. If you are not local to your upline NVP or RVP, you can get plugged into another local NVP or RVPs meetings, which your upline Nation or Region can recommend to you.



Discover Arbonne

A Discover Arbonne Meeting is a meeting hosted and planned by Arbonne Independent Consultants. At the "DA" the Arbonne opportunity is presented. These are intended for you to bring guests/prospects to introduce them to the Arbonne Opportunity. They are fantastic meetings and many are held across the US each month.

Watch for emails from your upline or check the "Field Meetings" section under Internet Consultants page for Upcoming Discover Arbonne/Opportunity Meetings.



Team Conference Calls/Webinars

Typically takes place on the _____ of each month.

Get plugged in to your upline VP's conference calls/webinars. This is a time for you to get plugged in and receive training from your upline. These are always exciting to be on because you will get to connect with those on your team from all around the world! These are a must!

Get your upline RVP/NVP's Schedule of Events. Put the dates on your calendar. Attend all meetings with guests! Get connected and stay connected!

"If you are down about your business, you need the meeting. If you are up about your business, the meeting needs you!"

"Not everyone at the meeting will drive a white Mercedes, but everyone who drives a white Mercedes is at the meeting!"



New Consultant Checklist

1. ___ Put a professional message on my answering machine or voicemail. (GET AN ANSWERING MACHINE IF I DON'T HAVE ONE!!)
2. ___ Open a separate bank account for Arbonne (not a business account).
3. ___ Use a separate debit/credit card to use to place my Arbonne orders.
4. ___ Get a space in my house that becomes "my office".
5. ___ Get some things like a file box and folders from Wal-Mart to help me get organized. (Make sure you have separate files labeled for **ORDERS PENDING, BACK ORDERS**).
6. ___ Get on my upline RVP's e-mail blast list. I do that by e-mailing my RVP and asking her to put me on her blast list. My RVP's e-mail is _____.
7. ___ Order my business cards from "The Place" (www.arbonne.com).
8. ___ Create labels for all of my business aids. (Include name, Independent Consultant, contact info.)
9. ___ Order my Arbonne Business Aids.
10. ___ Put together Host, Prospecting Packets ("How to..." enclosed).
11. ___ Have my sponsor help me duplicate minimum 2 copies of the "Keys to Success" for new Business Builders I will sponsor.
12. ___ Put all meetings on my calendar. (See Arbonne Events & Nation/Region Calendars).
13. ___ Make a plan of action to go District with my sponsor and go over it with my sponsor/upline.
14. ___ Buy at least 20 RE9 samples to get started.
15. ___ Get an e-mail address strictly for my Arbonne business. (As per the Policies & Procedures Manual, this e-mail address cannot contain the word "Arbonne" anywhere in it. Keep this address professional.)
16. ___ **Read through you Arbonne Policies & Procedures Manual.** Highlight anything you need clarified and check with your sponsor/upline.
17. ___ Make sure you read through the **Code of Ethics**, located on the first page of the "Keys to Success" and last page of the Arbonne Consultant Manual.

Maintain a positive attitude, ask questions & plug into the system!

Suggestions of Products Used for Sharing and Presenting

- RE9 Set(s)
- SeaSource Set
- RE9 Body Set in gold bag
- Intelligence Set
- Sea Salt Scrubs
- Mini Hand Creams & Herbal Foot Creams
- FYI Body Butters
- Color Line
- New products
- Other products that your sponsor can recommend

Suggestions of Business Aids Used for Sharing and Presenting

- Catalogs / Seasource & FYI Brochures
- Retail Order Worksheets & Consultant Product Order Forms
- StartNOW Consultant Applications and Agreement forms
- Sell sheets for various product lines (Baby, Intelligence, About Face Color, Smart Nutritional Hybrids)
- About Face Color Foundation Selector Set
- Business Cards
- Independent Consultant Compensation Summary
- Before and After Sell sheets
- 10 Arbonne Action Plans to hand to your new recruits
- 10 ArbonneNOW Brochures and CD's for prospecting packets (Now's the time to be a part of Arbonne)
- Success from Home / Empowering Women magazines for prospecting
- Samples (Re9 Anti-aging, Intelligence, Re9 NutrimenC)
- Client Product Bags
- PlanNOW Consultant Calendar

"I Want It All" Package

Consultant Application Fee - \$29
RSVP 1 - \$700 for \$350
RE9 Skin Set - 4 pk (Item #8220)
RSVP 2 - \$700 for \$350
4 Host Specials - \$400 for \$80
1 Free Item of Your Choice – ie –RE9 Night Crème – value of \$79
\$3255 SRP value for \$1585.10! (\$1894 RV)*

"Ultimate Essentials" Package

Consultant Application Fee - \$29
RSVP 1 - \$700 for \$350
\$650 Retail Products of your choice
RSVP 2 - \$700 for \$350
2 Host Specials - \$200 for \$40
1 Free Item of Your Choice – ie –RE9 Night Crème – value of \$79
\$2329 SRP value for \$1191.50! (\$1350 RV)*

"Essentials" Package

Consultant Application Fee - \$29
RSVP 1 - \$700 for \$350
\$650 Retail Products of your choice
2 Host Specials - \$200 for \$40
1 Free Item of Your Choice – ie –RE9 Night Crème – value of \$79
\$1629 SRP value for \$841.50! (\$1000 RV)*

"Bare Essentials" Package

Consultant Application Fee - \$29
RSVP 1 - \$700 for \$350
1 Free Item of Your Choice – ie –RE9 Night Crème – value of \$79
\$779 SRP value for \$379! (\$350 RV)*

**Plus tax & shipping. RV stands for Retail Volume. RV is the amount that counts towards your promotion to District Manager.*

*****These packages are only suggestions; they are by no means something that you are required to do!
You are the CEO of your own business and you decide the best way for you to start.*****

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Dr. Tom Barrett says that there are 4 kinds of dreams... Practical, Fun, Memorable & Significant

Practical

Most common reason people get involved with Network Marketing. Ex. "I need to get out of debt" or "I need a new car".

Fun

Usually require some disposable income. They uplift us & give us something to look forward to. Ex. Taking a family vacation.

Memorable

Do you have a wish list? Are there some truly special things you would like to do or places you would like to go in your lifetime?
Similar to FUN dreams, but far more meaningful.
Ex. Buying your parents a home or going on a World cruise.

Significant

The most satisfying and meaningful of all, this dream can cost the least amount of \$\$, but have the greatest impact on the lives of those we meet & care about. Ex. Working a full-time job and building a NWM business to improve your family's quality of life.

Developing a Powerful "Why"

Name: _____

Age: _____ Do you own your own home: YES NO

Marital Status: _____ Children: _____

Job Situation: FULL PART-TIME SELF UNEMPLOYED

Job title: _____ Yrs. in position: _____

What best describes your current financial situation? Circle one

"Financially-free" ~ "The bills are paid" ~ "Drowning in debt"

Does anyone in your home work a second job to make ends meet? _____

Details: _____

Where are you on the management ladder? BOTTOM MIDDLE TOP

Opportunity for advancement: LOW SO-SO HIGH

What do you value (check those that apply):

More time _____	Watching your children grow: _____
Financial Freedom: _____	Quality time with _____
Guilt-free vacations: _____	Family & Friends: _____
Zero Debt: _____	Helping others: _____

Draw from the facts above to develop your Powerful "WHY" story:

Examples of Powerful “Why” Stories

Telling your story is selling your business. Writing it out for presentations and to have in your mind to share in conversation will increase your confidence and your purpose! Read these then write your own! You can use this sheet or one of your own.

Insert Your Story ...

Here is ENVP Tracey Gatchel's Story

“Thank you for sharing a little about you; now I would like to share a little about me. My name is Tracey Gatchel and I am an Independent Consultant with Arbonne. I have had the good fortune to be with Arbonne for four years, which may surprise you if you are just hearing about this company tonight. I was introduced to Arbonne by my girlfriend, Elizabeth, who really wanted me to try these products. I have to tell you, I was using products from the dermatologist and the better lines because I have very sensitive skin and was really a product snob. I was amazed when I saw the results I got with these products and I signed up as a Consultant just to save on my own products. I never believed I would be doing this as a business or doing “Group” Presentations like this! I have a corporate background, but I also have a family and I wanted more flexibility and control over when I worked. Our company car is the white Mercedes-Benz and one evening Elizabeth took me to a Mercedes-Benz Car Presentation. Linda was getting the keys to a brand new white Mercedes-Benz, and that night I realized what a professional company this was. I was already telling all my friends about the products, but I was not getting compensated for that — not too smart, right? So I decided to start my own business. I remember Linda talking about how she had her office at home, how she was in control of how many hours and which hours she worked and how she was able to work this around her family. I figured if I could achieve even half of what she had it would be huge for our family. So now you will find me doing “Group” Presentations like this one. In addition, I am currently looking to expand in this area, and I am looking for other Consultants I can teach and train to do what I do, so watch what I do tonight and if you are interested or you can think of someone who might be interested, let me know and I will send you home with a curiosity pack.”

Here is how Cody Farmer Wrote Her Story Using Terry's as a Guide:

“Now that I know all of you a little better. I would like to share a little about me and how I was introduced to Arbonne. My name is Cody Farmer and I am an independent consultant with Arbonne. I have had the good fortune to be with Arbonne for 5 years. I was introduced to Arbonne by a friend of mine, Carol Egleston who really wanted me to try the products. I have to tell you...I have acne prone and very sensitive skin so I tend to be leery of everything! I started using the products and was amazed how my skin felt and looked. Carol was a school teacher when I met her 18 years ago and by the time I tried the products she was a single mom living on her credit cards every month. Her son, Heath, had medical challenges and the bills were piling up! She started her business with Arbonne 11 years ago for enough extra money to pay some medical bills and buy food. Our company car is a white Mercedes Benz and when I became an independent consultant, 5 years after using the product, Carol had just earned hers and was building a new home! I was in shock and awe! I wanted a future like that! I asked her how she had done it. She taught me that 9 out of 10 people become consultants simply to get a discount on the products. She showed me how to share with people and help them get results on their face and body. I figured if I could achieve half of what she had it would be huge for me! So, now you will find me doing presentations like this one! In addition, I am currently looking to expand my business here and elsewhere. I am looking for consultants I can teach and train to do what I do...so watch tonight and if you are interested or you can think of someone who might be interested in the U.S., Australia, Canada or the United Kingdom...Let me know and I will send you home with a curiosity pack.

Now Write Yours...

1. Be your own best customer.
First – Develop a clear vision of what you want from this business (21 reasons).
Second – Love what you do. Your enthusiasm will be contagious!!!!
2. Attend EVERYTHING!! Go to all of the training that is offered to you!
(See Stay Connected Page) Don't pass it up!!! Get with your upline to focus on your vision. Set Goals and write them down!!! NO EXCUSES! (We are all tired and pushed to the limit – sacrifice a couple of hours for your business to grow! *Sometimes the very reason WHY you are doing this business will be what you have to sacrifice for a short while, so you can have it for a long while!*)
3. Stay in Action!!!! 6 classes in 30 days! Try to have no less than 2 classes a week. Ask your friends to try, compare and give an opinion on our products. Especially encourage your wholesale buyers to pass sample packs out to friends and explain to your wholesale buyers that they could service a few of their friends by doing this. *ONLY do this if they have had a class or have booked a class with you.
4. Edify the company and your team.
 - a. Never pass negative to the side.
 - b. Never pass negative down.
 - c. Always pass negative up!!!!
 - d. Help your up line get to the top.
5. Be a team player!!!!!! Every time you help someone else get to the top, you are that much closer to the top yourself. There is no “I” in team. Recognize your team for their hard work and acknowledge your upline for their guidance!
6. Determine how many hours a week you can spend on your business. What are you WILLING to do to see results & change your life?
7. Treat your business like a multimillion dollar business. Be professional (ex: if you say you will call someone, make sure you call them). Make sure you follow through.
 - a. Make it a habit to say “Arbonne” first. (Ex. What do you do? I own my own home based business with Arbonne International and I am working my (JOB) on the side). Be proud of this business that is bringing you success! If you don't take your business seriously, nobody else will!
8. Be coachable. What your upline tells you might not make sense or may move you out of your comfort zone, but be willing to do it. Be willing to hear what you might not want to hear.
9. Drip and wait for the results. Give people you are trying to sponsor a bit at a time. Keep planting, planting, planting seeds and harvest will come.

10. Have daily action – set daily goals. Make your “to do” list every night for the following day. Don’t ever put your business down!
 - a. Don’t mistake movement (organizing your office) for action (meeting potential business builders, passing out sample packs, sponsoring calls, tracking clients, etc.)
11. Work on self-development!! (Read books)
 - You can’t pursue success. Work on being the right person and success will come to you.
12. Don’t make decisions based on how you feel! If you think you can’t do this, try harder! It can and will work for you. Make your business work!! YOUR attitude is YOUR choice!
13. Work in your fear zone. Once you do it, you feel great! Be confident in yourself by believing in your business. Everyone can benefit from Arbonne ... so why be afraid to share it?
14. Keep it simple. Anybody can do this business (ex: use your class cards, keep your presentation simple, etc.). Don’t reinvent the wheel.
15. Commit to personal growth. (Ex: Participating in a Women’s Health Seminar, training, etc.)
16. Visualize and act the part you want.
 - a. Professional answering machine message.
 - b. Go to NTC.
 - c. When you invest in your business, you make your money back.
 - d. Be committed!!!!
17. Stop listening to dream stealers! Don’t listen to the opinions of anyone who has never been successful in network marketing.
18. Set the pace. Think of this as your only “job”. If this were your only job, would you move towards a promotion slow or fast? If you have something to fall back on, you will fall back!
19. Make a commitment! Have a WHY! Prove to yourself that you can do it!
20. Be willing to do whatever it takes!
21. Above all ... pray for your business!

Don’t ask for success, pray for the opportunity to serve!

What we think about we bring about!

Go for it!

1) 2 Group Presentations - This is Top Priority!

- a) SeaSource Detox Spa presentation
- b) Beauty with Benefits presentation
- c) Mother/Daughter presentation
- d) Anti-Aging Skin Care presentation
- e) Catalogue presentation
- f) Peel party
- g) Weight Loss/Nutrition presentation

2) 2 One-on-Ones

- a) Drop off/pick up of skin care line or other Arbonne products
- b) Sample pack drop off and follow up
- c) Color Consultation
- d) Casual Coffee conversation

3) 2 Opportunity Appointments

- a) Meet with someone one-on-one or with your Upline to talk about the business opportunity
- b) Bring a guest to a Discover Arbonne or a National Meeting
- c) Invite a guest to listen to a recorded or live opportunity call

Do this **each week** until you “go to the beach” with Arbonne.

- 1) Decide which 2 nights a week are your Arbonne work nights and focus on always having these nights booked. Remember to allow for cancellations so be sure to overbook. Focus on 2 group presentations per week (minimum of 1 presentation per week). We recommend 6 for success, 8 to be great, 10 to win!
- 2) 2 RE-9 Drop-offs weekly. This is mainly product interest for those who were unable to attend a group presentation. Your goal is to obviously let them know about the business, get a sale and book a presentation.
- 3) 2 Opportunity calls/appointments weekly. This is an actual appointment or a 3 way call sharing about Arbonne by using a live or recorded Opportunity call with your upline, the Sizzle Call from Arbonne, or sharing information from the Arbonne Now Brochure or flipchart.
- 4) Meet with your team once monthly. This is a relationship business. Ideas: Make-up and Munchies, Call-a-thon, Earn and Learns, Sample-n-Save, etc.
- 5) 5 calls a day. Ask for presentations, make calls to people that you want to sponsor, calls to those that you want to try the RE9.
- 6) 6 hours of follow up monthly. This means 1.5 hours weekly or 30 minutes a day for 3 days.
(Ex. Mon., Tues., Thursday FOLLOW UPS)
- 7) Thank 1 person a day. Write a card, send an e-mail, call them on the phone, or send a text message. This will teach you to focus on others and will take the focus off of you (especially when you are having a bad day).
- 8) 8 hours of personal development a month, which means 2 hours a week or 30 minutes for 4 days of the week. Includes any leadership reading, Arbonne University, National Meeting, Conference calls, NTC, etc.

*Your goal every month is to hit a minimum of \$2500 RV
a month between you and your new personally
sponsored consultant's volume.*

REQUALIFY for DM every month!

How to Make Host, Guest, Purse & Prospecting Packets

Host Packages

Make sure Host has this at least 2 weeks prior to presentation, always have 1-2 on hand at your presentations because someone will book and then you can give it to them right there and go through it in person!

- Host Planner
- 2 Catalogues (one for her to collect outside orders and other for work lunch room, etc.)
- Success from Home or Empowering Women Magazine – additional EOA (your upline or other favorite!)
- Product Photo Testimonial Before & After Sell Sheet (Business Aid #2520)
- 4 RE-9 Samples (one for herself, 3 for friends to try BEFORE party)
- Host Menu/Pick a Party
- Retail Order Worksheet
- Guest List Label Form (Business Aid #2415) – be sure to get everyone's e-mail address to use with the Arbonne Invites Program!

Guest Packages for Presentations

You can put these in a nice folder or just paper clip them together. Let everyone know by filling it out completely they will receive a Free Gift! (Suggestions: Deep Pore Cleansing Duo Sample – wrap with a ribbon around it.)

- Client Profile
- Close Sheet
- Beautiful Face Make-Up Sheet (if focusing on color line)
- Pen
- Catalog

TIP: Get a binder and put assorted binder pockets in it. You can find these binder pockets at Staples or any office supply store. Fill the binder pockets with your guest handouts, and also order forms for your closing station that you take to your presentations. You will always be packed and ready to go!

Purse Packs

- Arbonne Company Brochure (Business Aid #2673)
- Usage Card Print off (available online-Internet Consultant Tools –Printed Media-Usage Cards)
- Arbonne Product Line Overview (Business Aid #2416)
- EOA wrapped around the sample and put into clear bag sleeve, seal it up and you have an awesome and professional little package to hand to people.

ALWAYS HAVE YOUR LABEL ON THE SAMPLE & BROCHURE

Prospecting Packages

- Success from Home / Empowering Women Magazine - place a sticky note on a story that your prospect will relate to or include an additional EOA. Be sure your label is on the magazine and the DVD inside Success from Home.
- RE-9 Sample

Host, Purse, & Prospecting Packs are inserted into clear bags. One size bag can be used for all. To get clear bags, go to www.clearbags.com and order the 9x12 strong sided, clear baas with re-sealable strip.

Booking a Business Launch Presentation:

- ❖ Hi _____, this is _____ calling.
- ❖ Is this a good time to talk? Great!
- ❖ The reason I am calling is because I have exciting news! I just launched a home based business with Arbonne, a health and wellness company. Have you ever heard of Arbonne?
- ❖ I am so excited about my new business and I wanted to invite you to an exclusive “ribbon cutting” party I am hosting at my house on _____ and _____. I want you to be the first to know what I am doing and I would appreciate your support as I start this adventure!
- ❖ Would _____ or _____ work better for you?
 - If they say yes:
 - Great! I know you are going to have so much fun.
 - Before I let you go, I have a few questions for you. (Use pre-profiling technique)
 - I am so excited you will be able to attend. I will give you a call a couple of days before just to confirm you are still available so that I can get a head count for food.
 - If they are unavailable to attend your launches:
 - I completely understand.
 - Just because those dates won't work for you, I don't want you to miss out on the opportunity to try our amazing skin care. I want to drop by some of our skin care samples for you to try in your own home exclusively for 3 days. Would a week day or a weekend work better for me to drop off some samples?
 - What kind of skin do you have and what kind of results would you like to see in your skin?

Booking a Presentation with a Host:

- ❖ When first starting your Arbonne business, it is crucial to pack your calendar so that you can share Arbonne with people you don't know. Here is a guideline for initial conversations that you might have when asking your contacts for help with starting your Arbonne business.
 - a) **WHY:** Let people know you are serious about this business, not just a hobby.
 - b) **HELP or FAVOR:** Need a big favor or your help to get started, to meet some new people, and practice!
 - c) **REWARD:** What will they get out of it!
 - d) **TIMEFRAME:** Give them a few dates within that same month to book a presentation!
- ❖ Hi Suzie, this is _____. Do you have a few minutes? I don't know if you know that I have started building a business with Arbonne, because:_____
- ❖ I am looking for 10 people to help me get started, because I need to branch out and meet new people. I am wondering if you could be one of those 10 for me? If you would be willing to have a few friends over for a pampering spa night, I will give You:_____

- ❖ I have the following dates open (give them 3 options): _____
- ❖ Which date would work best for you?
 - If they say yes:
 - Great! I know you are going to have so much fun.
 - Before I let you go, I have a few questions for you. (Use pre-profiling technique)
 - If they say no:
 - I completely understand.
 - Before I let you go, I want to drop by some of our skin care samples for you to try in your own home exclusively for 3 days. Would a week day or a weekend work better for me to drop off some samples?

Overcoming Common Objections:

- ❖ I am really busy. When is a better time for you? May I call you back then?
- ❖ I don't know a lot of people. Two guests make a great presentation!
- ❖ My friends don't have money. Arbonne products are very affordable and there is never any pressure to purchase.

Booking with a Client/Someone Who said "No" a Long Time Ago:

- ❖ Hi____, this is ____ calling.
- ❖ Is this a good time to talk? Great!
- ❖ As you recall, I started a home based business with Arbonne about ____ ago. (wait for "yes") Business is booming! The reason I am calling is to tell you that you are eligible for \$100 worth of Arbonne products for FREE by getting a few friends together so that I can share the Arbonne products with them.
- ❖ Before you decide which day works better for you, I want you to know that when I called you initially about this business____ago, I didn't know what I was doing! Ha! But I am great now. I get a ton of bookings because the presentations are so much fun. I only do two of these each week, and I always book up fast, so I didn't want you to miss out on the opportunity to get \$100 worth of products for free. Would a week day or a weekend work better for you?
 - If they say yes:
 - Great! Let me put you down on the calendar.
 - Let's meet ____ so that I can treat you to some coffee and that way you can pick out the \$100 worth of Arbonne you want for free.
 - Does a week day or a weekend work better for you? Great! See you then.
 - If they say no to hosting a presentation:
 - I completely understand.
 - Well, before I go, the group presentations aren't the only way I am promoting my business this month. You are also eligible for ____ (ex: color consultation, meet for coffee, drop off a tester kit for you to sample for 3 days)

Out-of-Town Prospects:

- ❖ Hi _____! This is _____!
- ❖ Do you have a quick minute? Great! I only have a minute myself, but I wanted to call and tell you about something really awesome.
- ❖ You may not know that I have decided to begin my own business with Arbonne International. (you may need to BRIEFLY describe what Arbonne is: a health and wellness company with almost 400 different botanically based consumable products that are awesome!) I decided to do Arbonne because _____.
(This is the MOST IMPORTANT THING YOU WILL SAY!!! You don't have to share every single one of your 21 reasons WHY; however, you will have MUCH BETTER RESULTS if you do share your main reason why. It makes it much more personal and not just about the Host getting some free products. All of a sudden, they are helping you with something that is IMPORTANT to you.)
- ❖ I'm so excited about this year!!! In fact, I am in a contest right NOW and I am trying to schedule as many Presentations in the next 10 days that I have had in any 10 day period since I started my Arbonne business! (Once you get your calendar full for 10 days change your script to 30 days) It would really mean a lot to me if you would host a coffee/tea phone call with four of your friends. Before you answer, I would love to tell you just a little bit about what a coffee phone call is and what it isn't...
 - I do all the work.
 - I would love for it to be you and 4 or so friends on the phone – they would each call in to a FREE conference call line from their OWN HOMES! It will only take about 30 min.
 - I will set up the FREE conference call number for your guests to call into at a certain time
 - Very laid back, have your friends make a cup of coffee or detox tea!
 - Prior to the call, I will mail each of your guests a packet that includes a sample of Arbonne's Anti-Aging Skin Care and a packet of Daily Detox Tea
 - After sharing some information about Arbonne on the call – I will set up a time to contact each person individually to simply ask them "What can you not live without?"
 - I will offer all your friends the opportunity to purchase products for the same price I do!
 - I'm not pushy, all I ask them is 'what can't they live without' at the end of the evening.
 - Plus, you will get FREE products. Tell them what they will earn!
 - I'm looking at 2 dates that I'm very eager to fill. (If you have a really short notice date you want filled, then offer them something extra to take it!) I would really appreciate you helping me out with this and I want to make it easiest for your schedule. So, would a week night or a weekend be better for you and your guests? (Be sure and highlight your dates you intend to offer on your calendar and only offer two dates at a time for them to choose from) Example: Weekday/night – Great – how does Monday, Jan 29 or Wednesday, January 31 work for you? Wednesday – Great – is 6:30 or 7:30 better – it is only 30-45 minutes!
- ❖ OBJECTION: "NO" or "I'm not really interested right now" or "I just don't have time"
 - Answer: Can I ask you one more question then - What is it that makes you say "no" or not want to host a phone call for me?
 - LISTEN to exactly what they say!!!! If you can overcome their obstacle easily – GO FOR IT! If you do not know what to say to their concern right then – TRY THE NEXT STEP...
- ❖ Answer: At the very least would you be open to allowing me to share about 15-30 minutes of my time with you to help YOU discover Arbonne and I can even bring/send you a demo/sample of our Anti-Aging Skin Care that you will LOVE to pamper yourself with for 3 days or so... (set up one-on-one appt/phone call)

Host Partnering by ENVP Laura Harry

Host Partnering

- ❖ Host coaching is a skill. Skills increase with practice!
- ❖ Effective Host Coaching and getting them excited and involved reduces cancellations, gets the "right" people in attendance and increases sales!
- ❖ Host Partnering/Coaching is an opportunity and it starts with the Right Thinking and Attitude! Remember, in Arbonne, it is not what you say but HOW you say it that has an impact!
- ❖ How you feel before you get on the phone will have a direct impact on your results. Before the call, get clear and focused! Get excited about the possibilities that you will create at your class! Get clear on "your why" and make each call with PURPOSE AND INTENTION in your voice!
- ❖ The words you use have attraction – either positive or negative! Use words that are in service to your Host. Your words have a TONE, your words have SOUND – that tone and sound = your Belief! Be clear and confident on what you believe!
- ❖ Michael Clouse teaches us that people do this business with us when they Like, Know and Trust us! You are building these while Host coaching!
- ❖ Keep it fun – you will be great! Practice makes perfect! Get busy!

Step 1: Everyone Who Books a Class with You Gets a Host Packet.

- ❖ Make sure you have included in the packet a Host planner, guest list label form, some extra invitations, a few EOA's, a catalog, and a few order forms. (See "How to Make a Host Packet" in the Keys to Success)
- ❖ Ask your Host to take it home, look at it, and review the Host planner.

Step 2: Schedule Your Follow-up Call to Go Over the Packet!

- ❖ Key step be attentive here – set the tone that you have a business, that it is a serious business and that you take it seriously. When you set the tone they will follow.
 - Always call at the scheduled time.
 - Get intentional before you pick up the phone – the person with the greatest belief wins!
- ❖ Do not take time away from your current Host's class to do Host coaching at the class. Your job is to give a fun presentation, boost sales, and get in and out in a timely manner.
- ❖ When you have someone who agrees to host a class for you, pull out your calendar and ask them what date and time would be good for them to talk about the date of the class and to go over the Host pack.
 - Write the time in your calendar in front of them and write the date and time on the Host pack. (Make sure the date and time is no more than 2-3 days from when you met them).

Step 3: Call at the Right Time!

- ❖ Beginning of call, remind them who you are (the opening), how you met (disarming), appointment Host paperwork, before you get into directing them (the reason), reconnect.
 - Principle # 1: *Become genuinely interested in other people.*
 - Principle # 2: *SMILE!!*
 - Principle # 3: *Remember that a person's name is to that person the sweetest and most important sound in any language.*
 - Principle # 4: *Be a good listener. Encourage others to talk about themselves.*

- Principle # 5: *Talk in terms of the other person's interests.*
- Principle # 6: *Make the other person feel important – and do it sincerely!*
- ❖ An example: Hi, Host. This is blank, independent consultant with Arbonne International. I'm calling to go over your Host packet with you and to schedule a date for your class.

Step 4: Create a Relationship and Establish a Partnership with Your Host!

- ❖ Learn something personal about them at the class and use that to reengage them – talk about them and their family, get them involved.
- ❖ Great! Now let's go over the Host packet. You and I are partners in making this class successful. Your part is the beginning piece. You are responsible for getting people to your house so that I can do my piece. My piece happens on the day of the class. I am responsible for showing up on time and giving a great presentation that will encourage sales. Did you have fun at the presentation I gave? Great! We want your guests to have just as much, if not more, fun at yours.

Step 5: Get Them to Focus On Results – Paint the Big Picture – What's In It for Them!

- ❖ Get them to tell you what they desire and what they want to earn. Share with them all benefits and how successful your classes always are!
- ❖ Okay, have you thought about what you want to get from your class? Our average retail volume is \$500. What this means is that the Host is entitled to \$200 worth of product for just \$40. (Encourage him/her that it is possible to earn more – if 4 of her friends get started on the RE9, that is a \$1200 party, earning her \$400 in product!) So which products in the catalog do you absolutely have to have?
- ❖ In Arbonne success is being able to visualize what you are going to get and then getting it. So let's make a list of the things that you'd like to get at your class. Do you have that wish list that was included in your Host planner? Good, pull it out. Write down everything from the catalog that you'd like to get at your class and I will commit to encouraging enough sales at the class to support you getting those items.

Step 6: Teach the Host How to Invite!

- ❖ Now that we've made the list, let's talk about about inviting.
- ❖ In Arbonne, we have found that personal invites work best. So, we always encourage our Hostes to invite people in person. I will also send invites by mail for you & create and Arbonne Invite to send via email. I will need you to return the guest list to me within the next few days (you might give her an incentive to get the guest list back to you, such as a free hand crème by returning the guest list within 3 days).
 - Tell them to call the people that you want to attend. Tell them how much fun you had at the class you attended, how awesome the products are and the results people are experiencing. Tell them that you are having the Arbonne consultant come over to give the same fun presentation you saw! "We are going to have some food and play in product. It'll be fun! Can you come? You are welcome to bring a friend if you want and the Consultant will give you and your friend a free gift!"

Step 7: Teach the Host Who to Invite!

- ❖ Invite at least one person from each category in your life – school, work, church, kid's parents, friends, neighbors, book club, fitness club, etc. Make this section interactive, when they tell you their names, write them down, facts about them, probe questions, how do they know them, do they work, stay at home, etc... Prepared – EOA's to bring, tweak I story to fit audience, see them at the show – use their names and how excited you are to meet them.

- ❖ Like you, know you, trust you – Host coaching is the building block to success in growing your team, sponsoring BB's, incredible sales presentations.
- ❖ Okay, now as I said, your responsibility is to get people to your class. Arbonne products are incredibly special and should be introduced to all those special people in your life. Now, who is special to you that could really use these awesome products? Your mom? Great? Who else? Okay, now that we've made a list of those people, who else do you know that is interested in their skin and health? Anyone at the gym? Church? Your children's school? Work? Okay, what about any other home sales parties you've been to recently? Who hosted it? Let's put her on the list.

Step 8: Set a Date!

- ❖ I have the following dates available...Which one of those dates is good for you?

Step 9: Establish and Set a Follow-Up Date Schedule!

- ❖ I will call you in a few days to check on your progress and to answer any questions you may have. (The more contact you have with your Host, the better! This is not their priority, so you want to keep in frequent contact with them.)
 - I will be contacting you by phone & email.
 - I will call you in a few days, which day is best?
 - What time?
 - I am writing this in my calendar and I will call you then.
- ❖ Do you have any questions?

40 Guests in 4 Minutes

Here's a quick way to jog your memory of people you could invite to your Arbonne presentation. Don't be disappointed if certain guests cannot attend—just ask if it would be okay to have the consultant call and set up a time with her for her to try out the products. AND remember: all "outside" orders will be applied to your sales total and help you earn more rewards! Now grab a pen and try the following exercise—you'll be surprised how quickly your list grows!

4 Relatives

4 Friends

4 Co-Workers or Spouse's Co-workers

4 Neighbors

4 Church or Social Group

4 People you do business w/ (bank, store, salon, etc.)

4 People who've invited you to a party

4 People from Holiday List

4 Previous co-workers or neighbors

4 Contacts thru your kids (scouts, dance, sports, teachers)



Host Planner

Thank you for scheduling your Arbonne presentation on:

_____ at _____.

Enjoy a Fun Time with Friends!

Once you have experienced the Arbonne difference, you'll want to share these results-oriented products with everyone! When you host an Arbonne Presentation, you can earn amazing discounts on all your favorite products while sharing your great find with friends. Arbonne is all about sharing great products and a wonderful opportunity for family and friends to get together!

Keep in mind that I am always looking for leaders who want to partner with me in the Arbonne business. I will be glad to discuss this lucrative opportunity with you or with anyone you think may be interested in learning more about Arbonne. I have included some information about the business. If you have any questions about your presentation or the Arbonne opportunity, please contact me. I look forward to an awesome presentation with you!

Using the New Arbonne Invites system you can:

- ❖ Keep track of attendance for your shows. Host and guests can view the RSVP status of other guests and invite more guests.
- ❖ Place both applications and orders through this system
- ❖ Assign a total Event RV for the all orders, so that the Host can earn rewards on all orders placed at the show (even those that sign up to be a consultant count towards the total event volume).

What does that mean?

- ❖ You have an efficient way of tracking and planning your shows. You will know that guests have been invited and if they have confirmed attendance.
- ❖ You can DOUBLE DIP on our rewards programs. You can sign up everyone at a party AND the Host will be rewarded based on the total sales of everyone who signs up, on retail orders and existing consultant orders!
- ❖ The new consultant will earn all of the benefits AND the Host will earn the benefits too!

There are two parts to using Arbonne Invites:

PART 1 - CREATING AN EVENT

- ❖ Once you have a Host with a confirmed date, you are going to CREATE AN EVENT.
- ❖ Visit:
 - Internet Consultants
 - Tools
 - Arbonne Invites
 - Ready to Get Started
 - Add Event

Fill in all of the details for your upcoming event.

- Submit
- ❖ You and your Host will receive an email with the details of the event.
- ❖ When you "Click here" you will see a screen with the details of the event and a button that says "Invite Guests."
- ❖ Here you will fill in all names of the people the Host wants to invite along with their email addresses & phone numbers. Your Host can also do this herself – you can add to this list at any time.
(still encourage your Host to phone all of her guests as well)
- ❖ As each guest responds to the email, you will have a confirmed guest list and you will know how many people are attending the event!
- ❖ Suggestion: Offer a gift to your Host for filling out the phone numbers in full so you have all your pre-profiling info right there!

PART 2 – PLACING THE ORDERS

- ❖ Once you have all the orders from the show you will go back to
 - My Events
 - Event Order
- ❖ Place ALL of your orders & do all of your NEW signups through this part of the site!!!
- ❖ Fill in the ID number of the person who is sponsoring that new consultant – this may be you, the Host or someone else at the party.
- ❖ If you want someone else to be the sponsor, do their sign up first.

- ❖ Choose:
 - New Consultant - if they are buying a membership
 - New Client - if they want to pay retail and have it shipped directly to them.
 - Existing Consultant - if they already have a membership.

- ❖ Put all other retail orders under the Host' name – if you do separate Client orders for guests who didn't buy memberships, they have to pay shipping as each order will be sent out separately. Just leave it blank beside that Guest's name.
- ❖ The system will automatically add all Order RV and your Host will earn her rewards on the total RV sold for the event.
- ❖ Put the Host' order in last – her rewards will show up in her Shop Online cart. Contact her after the show to let her know the total amount of Host rewards she has earned. She will qualify for both the regular Host Special on the RV entered under her name (Host Gift/ Host Special Product) and the total RV sold at the event (Arbonne Invites Gift/ Arbonne Invites Special)
- ❖ You can go back and edit an order up until you hit the final
 - Submit applications and orders & close event

- ❖ Do not hit this until you are COMPLETELY done with this event – including the Host' order.
- ❖ The orders will all be processed together so try not to keep the event open too long or you will delay everyone's orders.
- ❖ Print off copies of everyone's order before you close the event – you will not be able to access it after it is closed.
- ❖ Remember EVERYONE at the show qualifies for all Host rewards, bonus products, PWP, etc (ex. someone buys an RE9 set they qualify for the Host Special Product & the Host gets it as well!! If you forgot to offer it – call them back!!)

- ❖ For a new application, do not generate a code – just fill in your ID number on the Events page – hit STARTNOW and you will be able to fill in all of the application info.

Note:

- ❖ One guest per email address.
- ❖ You cannot create a NEW APPLICATION or NEW CLIENT if they have not been sent an ArbonneInvite. They must appear as a guest in the Event to sign them up.
- ❖ You will become skilled at this system by using it regularly.



Rewards Earned Through the ArbonneInvites Program

	ArbonneInvites Rewards	Host Rewards
For every qualifying 150 RV increment	NutriMinC® RE9® Body set for \$25 or SeaSource Detox Spa™ soak set for \$35	
	NutriMinC RE9 Body set for \$25 or SeaSource Detox Spa soak set for \$35	NutriMinC RE9 Body set for \$25 or SeaSource Detox Spa soak set for \$35
For every qualifying 250 RV increment	\$100 SRP of product for \$20	
	\$100 SRP of product for \$20	\$100 SRP of product for \$20

ArbonneInvites Rewards based on total Event RV:

Only the Host* of an ArbonneInvites Event is eligible to qualify for the ArbonneInvites Rewards.

**Must have a Client or Consultant ID*

- **ArbonneInvites Gift** — For every 150 RV increment of cumulative retail sales from orders placed at the Event, the Host qualifies to purchase:
 1. NutriMinC RE9 Anti-Aging Body Care system, a \$92 value, for \$25
OR
 2. SeaSource Detox Spa Soak set, a \$115 value, for \$35
- **ArbonneInvites Special** — For every 250 RV increment of cumulative Event RV in retail sales from orders placed at the Event, the Host qualifies to purchase:
 1. \$100 SRP of product for \$20

Host Rewards based on each individual order RV:

Now, everyone* who places an order at the Event is eligible to qualify for the Host Rewards.

**Sponsor, Host and Guests*

- **Host Gift** — For every 150 RV increment in retail sales for an individual order placed at the Event qualifies that Guest to purchase:
 1. NutriMinC RE9 Anti-Aging Body Care system, a \$92 value, for \$25
OR
 2. SeaSource Detox Spa Soak set, a \$115 value, for \$35
- **Host Special** — For every 250 RV increment in retail sales for an individual order placed at the Event the Guest qualifies to purchase:
 1. \$100 SRP of product for \$20

Note: Clients are only eligible to qualify for the Host Rewards through the ArbonneInvites Program.

Everyone in attendance at an Arbonne Event qualifies for applicable PwPs, Bonus products, new Independent Consultant free gift and Right Start Value Pack (RSVP) #1, etc., through the ArbonneInvites Rewards Program.

Click to arbonne.com > Internet Consultants > ArbonneInvites to schedule your next Event and start earning rewards today.

What to Bring to Demo:

- NutriMinC RE9 Skin Care Set (in gold bag)
- SeaSource Detox Spa Set
- NutriMinC RE9 Body Set
- Intelligence Skin Care Set
- Awaken Sea Salt Scrub (in plastic Ziploc bag)
- A few of your favorite products (i.e. Fizz Tabs, Hormone Cream)
- One product from each scent of the aromatherapy & fyi lines
- Color Palette, Foundation Samples, & Make-Up Primer (*don't bring your entire color line, unless it is a Color presentation*)
- Wrapped gift for icebreaker game (small hand cream or herbal foot cream)
- Chocolates & wrapped gift for winner of chocolate game (small hand cream or herbal foot cream)
- Wrapped gift for winner of the Client Profile drawing (small hand cream or herbal foot cream)
- Samples (Shampoo – NO RE9 samples) for guests who bring a friend (wrap in bag or tie with a bow)
- 1 packet of Hybrid vitamins to show and 1 packet of Kids Power Punch
- Laminated Pick a Presentation & Host Menu w/Desserts (several copies)
- Laminated Demographics Map & Average Monthly Commissions Sheet
- Calculator
- Calendar with open dates marked
- Host gifts wrapped nicely

Guest Packets (Give One to Each Guest)

- Client Profile
- Close Sheet
- Beautiful Face Make-Up Sheet (if focusing on color line)
- Pen
- Catalogue

Host Packets (Have Enough on Hand to Give to Each Guest That Books That Night)

- Host Planner
- 2 Catalogues (one for her to collect outside orders and other for work lunch room, etc.)
- Success from Home or Empowering Women Magazine – additional EOA (your upline or other favorite!)
- Product Photo Testimonial Before & After Sell Sheet (Business Aid #2520)
- 4 RE-9 Samples (one for herself, 3 for friends to try BEFORE party)
- Host Menu/Pick a Party
- Retail Order Worksheet
- Guest List Label Form (Business Aid #2415) – be sure to get everyone's e-mail address to use with the Arbonne Invites Program!

Prospecting Packets

- Success from Home Magazine (Business Aid #2377), Empowering Women Magazine (Business Aid #1236). OR Arbonne Company Brochure (Business Aid #2673) & CD (Business Aid #2845). Place a sticky note on a story that your prospect will relate to or include an additional EOA. Be sure your label is on the magazine and the DVD inside Success from Home.
- RE-9 Sample

Closing Station

- Retail Order Worksheets
- Consultant Product Order Forms
- StartNow Applications
- Calculator

TIP: Get a binder and put assorted binder pockets in it. You can find these binder pockets at Staples or any office supply store. Fill the binder pockets with your guest handouts, and also order forms for your closing station that you take to your presentations. You will always be packed and ready to go!

Pass or Play Boxes (also known as Deal or No Deal)

In a gift box or a gift card tin (can find at Michael's) put a picture or slip of paper of whatever product they would "win" (body lotion, cleansing gel, RE9 Body Set, Lip Plumper, etc. - - products of your choice). Display in a nice basket.

(This outline is based on ENVP Linda Parker's outline from her group presentation DVD)

Arrive at least 30 minutes early to the presentation! You want to make sure and be done with set up before the guests arrive.

Greet each guest and have her use the sea salt scrub at the sink (use this time to introduce yourself and build a rapport with them). If playing the Pass or Play Game, have the basket of boxes tied with ribbon (these need to look nice) next to the sink, so that after each guests uses the Sea Salt Scrub you can hand them a box. Tell them NOT to open this and let them know that you will explain later. Have the Host invite them to get some snacks and to take a seat in the room for the presentation. Give each guest a "Client Profile" to fill out & let them know that there will be a drawing at the end. Hand out the laminated "Pick a Party/Host Menu w/Desserts"

Introduce yourself – I'd like to welcome everyone here tonight. My name is _____. I am very excited to share Arbonne with you tonight. Let's quickly go around the room and introduce yourself, what you do, and how you know the Host.

Thank Host – Give her her nicely wrapped gift(s) and say "you too will get gifts when YOU host your own Arbonne presentation". **plant seeds about them hosting a presentation** Have the Host say a few words to the group about why she wanted them to hear about Arbonne. (maybe tell her favorite product and the difference she's seen in her skin)

Play Icebreaker Game – (optional) Someone is going to win a free product right off the bat!

Tell them what you're going to do tonight – "Tonight I'm going to

- 1) Tell you a little about myself
- 2) Tell you a little about Arbonne and what makes us different
- 3) Let you sample some amazing products and
- 4) Share with you how you can get involved with Arbonne."

Let them know that they are here to have fun & to feel free to jump in with questions, etc.

If playing the Chocolate Game – Hand Host the chocolates and let the guests know that for every question that they ask about the products they will get 1 chocolate, for every question about hosting a presentation they get 2 chocolates, and for the business they will get 3 chocolates. The person with the most empty wrappers or chocolates at the end will win a gift!

Tell your story – Now that I know all of you a little bit better, I would like to share a little bit about me and how I was introduced to Arbonne. Tell your “I” story of how you were introduced to Arbonne and include your compelling WHY story. Make it personal as to why the Arbonne opportunity will help you reach your goals. You want to show them how Arbonne=their dreams. Let them know that you are currently expanding your team & are looking for people that you can teach and train to do what you do.

****Your story is one of the most important parts of your presentation.** This is where you weave the benefits of this business throughout your story. Include your upline’s story too! You can laminate a couple EOA stories that you really like or of your upline to show. Use the “Developing a Powerful Why” from “Keys to Success” to develop your story.

Hand guests the Client folder & ask them to take out the catalogue – make a joke about not flipping through the pages.

Turn to Page 2 & 3 – The Company

- 1) Company founded in 1980, 28 year old company
- 2) Currently in the US, Canada, Australia, and the UK
- 3) Products formulated in Switzerland, made in the USA
- 4) 45 day money back guarantee on all products

Turn to Page 4 – Product Difference

Here is what makes our products different – Read through the list on the left hand side.

- **Proprietary Formulas** – Arbonne owns its own formulas
- **Botanically Based:** this means we use things like herbs and botanicals to formulate our products. Every ingredient in every product has to be pure, safe, and beneficial!
- **pH Correct:** Your skin has what's called an acid mantle. It protects your skin from everything that you come in contact with during the day. When your skin does not have a pH level of 5.5, your acid mantle is thrown off and is not protected. Water is a 7.0!
- **Hypoallergenic:** Arbonne products are formulated without the use of certain ingredients that are frequently known to cause allergic reactions. The term “hypoallergenic” does not mean NON allergenic, there is no such thing. But the majority of people can use these products, even with sensitive skin.

- **Dermatologist Tested:** Our products have been tested under dermatologist supervision. Our products are put through extensive testing to ensure they are proven pure, safe, and beneficial.
- **Never tested on animals:** Arbonne uses a repeat insult patch test. This is where a human panel uses a product on the same site for an extended period of time. Arbonne will not release a product unless it scores a ZERO in this study!
- **Formulated without Animal Products or By-Products:** Plants and herbs together with science and technology offer superior benefits. Lanolin & Collagen are two common animal by-products.

Before I go any further, I would like to point out that everything that you put on your body goes in your body. Everything that you put on your body is absorbed into your cells in less than a minute. If you take a clove of garlic and put it in between your toes – you will be able to taste it in less than 26 seconds! This is why you need to be so conscientious of the ingredients you use in your products, because that is what is being absorbed into your body, and that is affecting your overall health. Your skin is your body's largest organ!

- **Formulated without mineral oil:** Mineral oil is occlusive to the skin and can interfere with important skin functions & delivery systems. It seals your skin. The molecules in mineral oil are too large to be absorbed into your pores. It doesn't penetrate your skin and it doesn't let your skin breathe!
- **Formulated without dyes or chemical fragrances:** these are known to cause allergic reactions and irritation to the skin.

In our Weight Loss & Nutrition Products

- Standardized botanicals and herbs: Same amount in each serving/pill
- Proprietary herbal blends that work synergistically with active components for optimal results

Dietary Supplements are formulated:

- To Meet U.S. Pharmacopoeia disintegration time standards
- Without colors, starch, preservatives or salt
- To provide maximum absorption with highly bio-available ingredients

Page 5

You will see here our entire product line overview. As you can see, we have a lot of products – 10 different product lines. For time's sake, I won't be able to cover all of them in detail today, but I will highlight some of my favorite products. If you are

interested in learning more about a specific line that we don't cover thoroughly today, consider hosting your own presentation with that product line as the featured item.

Turn to Page 6 & 7 – Skin Types

You will see here the Skin Type Product Chart, you can find your skin type: combination, oily, dry, or acne prone. Note that for all of the skin types RE9 is a recommended skin care line. This is because it adjusts to what your skin needs, bringing moisture to dryness and calming over production of oil.

Therefore, this is the skin care line I chose to bring with me tonight for you to sample. I want you to feel the difference in the texture of your skin. This is how your skin care will look – HOLD UP RE9 IN GOLD BAG.

Turn to Page 9 – Detox Spa

SeaSource Detox Spa is our newest product line. With this product line you can experience luxury in your own home and it is a fraction of the cost of going to a spa. Detox Spas are the latest trend going b/c people are becoming more aware of how toxins affect their overall health. Toxins can build up and may weaken the body, leading to fatigue, stress, poor digestion, weight gain and premature aging. This new product line includes an outer spa experience, as well as a 7 day internal cleanse. If you would like to be more educated on this line, consider pampering yourself & your friends by hosting a Detox Spa presentation in your home.

Turn to Page 17 – RE9

This is our amazing anti-aging NutriMinC RE9. I chose to bring this with me tonight for you to sample because it is our best seller & I want you to feel the difference in the texture of your skin.

This is by far our most popular skin care set. It has cutting edge technology called Nanosphere technology. We were the first company to utilize this technology in our skin and hair care. It is smart technology that knows where to go. When it hits your skin the molecules self-adjust to your skin type and travel below the surface of your skin so deep and so fast. It knows where you are oily & where you are dry. It is good for all skin types. This system is made up of seven products, six steps. What I love is it takes less than 2 minutes to do the whole routine. You CAN slow down the aging process by taking care of your skin. This line is all about reverse, repair, and prevention. It is never too soon or too late to start.

Turn to Page 18 Open the Gold bag – pull out the RE9 wash

Some features that I love about this product line is that it comes in a pump – just one pump is all that you need for your face, so there is no waste. Also note how the pump

moves up so that you get to use every last drop. This system retails at \$298.50, but at the end I'm going to show you how to save \$104! It is so concentrated that it lasts about 6-9 months. It is about \$1 a day for great skin!

- **RE9 Wash** – cleans and hydrates without stripping, it is not good for your skin to feel “squeaky clean”. DO NOT PASS AROUND

PASS TONER – Pick an Arbonne hand...

- **Toner** – restores acid mantle since water disturbs it. Packed with nutrients for your skin. Visibly tones & firms and smoothes the skins surface. Spray directly on face or use cotton ball. Toner will also help minimize pores.
- **Serum** – gives wonderful long-term effects. Diminishes lines, wrinkles, and acne scars. The alpha hydroxyl acids breakdown the glue that holds the dead skin cells to the skin. When you next wash, the dead skin cells come away leaving your face with that translucent glow. Also, contains antioxidants – think of an apple that falls from a tree, pretty soon it wrinkles and rots, we are no different. But, if you take that apple to cold storage and protect it, it can last for 6 months. WE CAN SLOW DOWN THE AGING PROCESS TOO!
- **Eye Crème** – Apply on one eye. Demonstrate how to apply with ring finger. Moisturizes, Kojic acid reduces appearance of dark circles and anti-inflammatory reduces puffiness protects, and repairs delicate tissue around eyes. It is important to use something around your eyes that is formulated for your eyes. Why? For the same reason you wouldn't put foot cream on your face. The skin is completely different.
- **Day OR Night Crème** – (give choice of which one they want to try) Day Crème – hydrates, nourishes, and protects. Reducing the appearance of fine lines and wrinkles. Night Crème strengthens, firms, and encourages cell recovery while you sleep. Day crème=protector, Night Crème=corrector.
- **Lift** – This is one of the RE9 products that shows immediate results. We call it “facelift in a bottle!”. When you purchase the set, you get this for FREE! This product promotes collagen and elastin. Gently pat this on your face & neck after toning – over your make up is fine too. You will gently feel it tighten – giving you immediate visible results as well as long-term benefits.

All of the products in the SET are designed to work TOGETHER for maximum results. Just think – would you bake a cake and leave out the eggs? It would still be a cake, but just not quite the same.

Turn to Page 21

These are our treatment products for this product line. (hold up & explain briefly)

- **Wrinkle Filler** – fill in the lines with this pen. Botox alternative!
- **Deep Pore Cleansing Masque** – A vacuum cleaner for your face. Great for blackheads.
- **Facial Scrub** – Breaks the bonds that hold dead skin cells together so your “younger skin” can show thru!
- **Enzyme Peel** – Very gentle. Helps reduce enlarged pores and gives a more even complexion and smoother looking skin.

Turn to Page 22

- **RE9 Body Set** – (pass this around) This is a “treatment set” just for your body. Great for stretch marks, bumpy skin, dryness, and sun damaged skin. It is a \$92 value that our Host can earn when 2 presentations are booked today! Show before & after picture of the feet at the bottom of the page.

Pass around Before & After Flipchart

On Page 24 & 25 we also have a men’s line. It is called NutriMenC RE9. It is anti-aging for men!

On Page 26 & 27 is our Before Sun line. Did you know that 90% of aging is from free radicals, the sun, and how you take care of your skin? Only 10% is from the natural aging process! If we protect our skin from the sun we can age dramatically less.

On Page 28 & 29 is our Clear Advantage system

This is a great product for those with acne. Skin support is crucial so we have a skin support supplement to go along with this line. What is in our bodies, will come out through our skin.

Turn to Page 31 – Arbonne Intelligence not so basic

This system is smart & self adjusting, so any skin type can use it. It is a great choice if you are on a budget or if you are under 25 and not ready for anti-aging.

Step 2 in this product line is an incredible scrub/mask that will detoxify and exfoliate your skin leaving it feeling incredible! You can combine this in with your skin care routine 2 to 3 times per week.

Page 45 – ABC Arbonne Baby Care (if time permits)**

Do you know children with eczema? This is a great product for babies and NO MINERAL OIL.

Turn to Page 47 – Make Up (if time permits)**

Arbonne make up also uses the same principles as the skin care. It is herbal and botanically based and uses Mica instead of Talc. This means the colors don't oxidize and stay the same color in the evening that you applied in the morning! It also means that your eye shadow does not crease in your eye lids.

Our concealer helps with dark circles, as well as helps reduce puffiness.

Our new Virtual Illusion Make-Up primer is awesome. It feels like velvet on your face. It reduces the appearance of large pores and wrinkles. It also helps your make-up last longer.

Turn to Page 73 – Hybrids (if time permits)**

Arbonne has one-of-a kind supplements. The Medical community is in agreement that it is important for us to supplement our diet with vitamins and minerals. I love that these come in little packets so they are easy to take each day and easy to travel with. They are also formulated differently for men and women as we have different concerns and needs. Arbonne also offers Daily Power Punch for kids and Daily Nutritional Chews for teens. You could not eat all these fruits and vegetables if you tried! Since I have been taking these supplements I have felt fantastic and have so much energy!

Because of time I only had you try the RE9 line. But, I have all of the aromatherapy and fyi scents for you to smell, touch, and feel after the presentation.

Turn to Page 82 – The Arbonne Opportunity

As you can see, the products are amazing, but the Arbonne business is even more amazing. I am looking for people to teach and train to do what I do. Our Results driven products are what fuels are explosive growth. We have systems in place to where you can weave this into the nooks & crannies of your life. Most of us don't go to bed worried about what we put on our skin, but we do worry about our finances. This is why I share this business with you. It may or may not be a fit for you and that is totally okay, but you may have someone in your life that it would be a great fit for.

Pass around the laminated [Demographics Map & Average Commissions sheet](#).

Arbonne's growth and expansion. Arbonne has exploded over the past 6 years. Arbonne is expanding to new countries: Canada, Australia, U.K. and more to come.

Arbonne's products...the significance of the time and trends of our society. Arbonne's products are consumable. Which means repeat sales and profits. Arbonne's pure, safe and beneficial products are in demand. Everyone is our consumer, from children and infants to Baby Boomers and older.

Arbonne's earning potential- Whether you are interested in earn an extra \$200 a month or a six figure income, there's a place for you in Arbonne. District Manager's average income is \$236.43 a month. Area Manager's average income is \$1173.13 a month. Regional Vice President's average income is \$4,779.78 a month. National Vice President's average income is \$22,549.68 a month. Both VP levels earn Arbonne's company car, a white Mercedes.

My business is booming and I would love to help get you successful in Arbonne as well.

If you're slightly intrigued, I would love to talk to you more and have a packet of information to send home with you.

Close out games

Who has the most chocolate? Hand out the gift!

Pass or Play Game – Ok, so you are probably wondering what is in your gift boxes. We are going to play Pass or Play. What's in your box is for you if you decide to play tonight. There are pictures of products in there of different products in our catalogue. I don't give away junk so you can feel confident that you will get something really good. If you want to do just what the Host did here tonight and have your own get-together, you will not only get what is in your box, but more! Refer to "[Pick a Party & Host menu/desserts](#)". We take really good care of our Hostes. (Your Host rewards may be a little different than mine) Our Host tonight already earned a free sea salt scrub, when we have \$250 in sales she will get to pick \$100 of product for \$20 and when two people today schedule their own presentation – she will get the RE9 Body Set (a \$92 value) for free! So, the deal is this, play tonight and book your own presentation, and you can get lots of free Arbonne products and have a lot of fun! If you want to book a presentation say "play" and you can open your box and see what you will receive, if not – no problem, just say "pass". So, let's play! (Start with the most excited person first & end with the least excited & be very excited yourself!).

Remind them that the Host needs 2 people to book in order to receive the free RE9 body set!

Come back to the catalogue – Page 82

Close the presentation:

Whether you chose to deal with me or not, everyone can be a winner with Arbonne. You can be a **client** – I will take great care of you & your orders and keep you up to date with all of the newest products.

You can become a **Consultant**. This is the way to get the RED prices in the catalogue! Most people tend to do this because as a consultant you get all of the benefits of a client, but you can also place your orders on-line or by calling Arbonne. You will save 35% on all of your orders, so tonight you would save \$104 on the RE9 set. It costs \$29 for the year and there is no strings attached. People ask “what's the catch”? There is no catch. I want to offer you my best deal and that's your products at cost. You literally order whatever you want, whenever you want. The way I grow my business is thru presentations like this and the way you can help me is by hosting a presentation like this with your friends. I take great care of my Hostes. Your friends will also be offered this same great deal. Now, when you sign up with Arbonne you will be able to place one order at better than wholesale, when you order \$350 in products, Arbonne will give you an additional \$350 in products for FREE. You can use this for yourself or for gifts.

Hand out “**4 Square Close Sheet**”. This sheet gives you examples of our three most popular orders & how much you can save by becoming a Consultant. As you can see – signing up for the \$29 is the best deal! What “most people do” is go for option 1 as it is the most bang for your buck! Arbonne allows you to pick any \$700 in product for HALF PRICE.

The third way to win with Arbonne is by using your consultant number to **build a business** and make extra money or replace your full time salary. As I mentioned earlier, I am looking for people to teach and train to do what I do. Arbonne offers something for everyone, giving you the opportunity to build this business alongside your current profession. If you are interested in hearing more, please let me know and I'd love to set up coffee or lunch with you to talk more and answer any of your questions. I will also send you home with some information tonight.

FINALLY,

We are going to end with one last drawing. If you haven't filled out your “**Client Profile**” please do so now, b/c I am going to draw from all of the sheets and whoever wins – gets a free hand cream! I know that you are excited to start shopping and I've

got my calendar so that you can book your presentation tonight. I know it is a little overwhelming deciding from all of these products, so I want to help each of you find the right products for your skin and your budget. Whoever needs to leave first – I can meet with you now!

At closing...

Make sure you have an extra laminated copy of the “4 Square Close Sheet” to go over with them on an individual basis. If they can't make a large purchase due to budget, encourage them again to host a presentation!

When (not if 😊) they book a presentation, send them home with a Host packet. Let them know to return the invite labels within 7 days to receive an extra Host rewards. Make sure and write on their “Host planner” the time & date of their presentation.

Close with the Host by expressing gratitude, getting outside orders, and getting her order!

Client Profile: Each guest should fill this out completely. This is a very important document. It's your link to the guests in attendance for follow-up. A good way to get them to fill this out is by doing a drawing with them at the end of your presentation. I would recommend starting an email list of shopping consultants & clients so that you can keep them updated on future specials & events. You might even start a "Client Profile" notebook.

Pick a Party & Host Menu/Desserts: This explains the different themes of presentations available, as well as the benefits. The presentation will always stay the same (you will always feature the RE9), but have additional featured products depending on the theme! Laminate 5 or 6 of these & reuse them. This sheet should be distributed to all guests at the party so that they can see what is available to them.

4 Square Close/Consultant Choices: This document describes the best 3 options for ordering as a shopping consultant. Laminate 5 or 6 copies of these. Distribute as you close the presentation, or have them take out of their guest packet. It is also helpful to have some extras available at the closing table.

Host Planner: Print this to include in the Host Packet. When someone books a presentation, write the time & date of their presentation and review this document briefly so they know where to begin, who to invite, and how to have a successful presentation. Highlight their Host benefits.

Demographics Map: Use the most recent Demographics Map found on www.arbonne.com under Internet Consultants >Tools>Information & Press>Demographics, and then select the most current map. Laminate several copies of this sheet so that you can reuse.

Average Commission Sheet: You can find this in the Arbonne=REsults presentation. It is on page 20 of the presentation. You can find this by going to Internet Consultants>Training>Presentations>Arbonne=REsults and then click on the downloadable version. Laminate several copies of this back to back with the Demographics Map so you can reuse.

Envelope Game

Hand out sealed envelopes with the catalogs and tell guests to put them to one side. At the end of the presentation...

Now you are holding a sealed **envelope**. If you choose to play and open your envelope you have to do what it says inside. Pause – OK, so I will make it a little easier for you. Your envelope can say one of two things – congratulations you win a free gift, or Host a presentation and receive a free gift.

You have three choices:

- Hand back envelope and not play
- Open envelope and take a chance
- Upgrade – say, yes I would love to host a presentation all the upgrade envelopes say the same – host a presentation, receive a free gift and 10% discount on your order tonight.

The Mystery Gift Bag

Take an awaken sea salt scrub, body lotion, cleansing gel, hand cream or herbal foot cream or any product of your choice and put in a bright colored gift bag with bright tissue – make it look really nice.

1. Pause after you do your I story – ask if anyone is willing to host a presentation to help the Host before they even hear about the products or the company. If anyone is brave enough they get to take the gift bag on the table.
2. If no-one offers then don't miss a beat – say "Perhaps you need to hear more about the company first" and continue with the Arbonne difference.
3. Stop again after the Arbonne difference – ask again. If no takers then you would just say – perhaps you need to see the products.
4. Offer one more time after they have heard about you, the company and products. Close as normal.

Pass the Gift Ice Breaker

(Start gift with the Host)

You can't keep the gift but please, no tears, give it to the one you've know for the longest amount of years. Take the gift and look around, and give it someone with eyes of brown. Please, look around, with eyes discreet, and give it to the one with the cutest shoes on their feet. Now you pass the gift to someone who is short or small. And now, hand it to someone who is very tall. Please, take your time and don't be harried. Give it to the one who is longest married. You must be proud of you married life, but you must pass this on to the newest wife. You can't keep it. You must share. Please, pass it to the one with the longest hair. We came here to party, to shop and to dine. Pass to the one who will likely drink the most wine! Some of you walked. Some came in a car. The gift now goes to the one who came from afar. She doesn't get to keep it, so please, have pity. You have to pass it to someone who was born in this city. We're still going to pass it. It's not going to linger. So, pass it on to the gal with the most rings on her fingers. You still have a chance. Have no fear, if you are the one with a birthday near. Now don't get cross, and please don't fight. Pass it to the person who is fifth on your right. We should stop now. Don't you agree? The gift is yours to open and see!

Name: _____
 Address: _____
 Phone: _____ Best time to call: _____
 E-mail: _____
 Birthday: _____ Anniversary: _____
 Spouse/Significant Other: _____
 His/Her Phone: _____ His/Her E-mail: _____

- I would like to receive e-mails/mailings about Arbonne's monthly specials and product giveaways.
- I would like to know about other fun Arbonne events like Makeup & Mocha and Discover Arbonne Presentations.

I am currently using a skin care program. Yes No
 If so, on a scale of 1-5 (5 being the most), how happy are you with the results? 1 2 3 4 5

Areas of Interest (check all that apply):

- Skin Care
- Anti-Aging
- Body Care
- Baby Care
- Color
- Sun Protection
- Aromatherapy
- Nutrition
- Weight Loss
- Earning FREE Arbonne products by hosting a Presentation
- Receiving Arbonne products at a 35% discount
- Earning extra money every month
- Building a home-based business and driving a white Mercedes-Benz

My Wish List

Item#	Description	Price
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		
6. _____		
7. _____		
8. _____		
9. _____		
10. _____		



_____ 's Beautiful Face

Which are you?

Warm:

Skin Undertones of Yellow or Orange
Eyes of Green, Brown, or Hazel
Hair of Red, Brown, or Blonde

Neutral:

Anyone

Cool:

Skin Undertones of Pink or Blue
Eyes of Blue, Violet, or Gray
Hair of Blonde or Brown



Face

Concealer: F L M D

Foundation: LD MP _____

Powder: L P _____

Blush: _____

Tinted Moisturizer: L LM M MD

Eyes

Eyliner: _____

Shadow: _____

Shadow: _____

Brow Wax: C BL A BR

Mascara: BLK BRWN/BLK

Lips

Sheer Shine: _____

Lipstick: _____

Lip Pencil: _____

Prep & Plump: _____

Lip Gloss: _____

Accessories:

_____ Precision Brush Set w/Carrying Case

_____ Custom Colour Palette for all Shadows & Blushers

_____ Pressed Powder Compact

_____ Personalizer Oil Absorber

_____ Custom Colour Compact for 2 Eye Shadows or 1 Blush

Makeup Remover: Y N

Skin Care Sets:

_____ Intelligence Face

_____ Clear Advantage

_____ RE9 Anti-Aging

_____ ABC Baby Care

_____ NutriMenC RE9 for Men

Body Care:

_____ Intelligence Specialty

_____ Intelligence Body Care

_____ Intelligence Hair Care

_____ BefoRE Sun RE9

_____ RE9 Supplement & Treatment

_____ RE9 Body Care

Aromatherapy Scents: _____Awaken _____Reactivate _____Unwind

FYI Scents: _____Mysterious _____Flirtatious _____Ambitious

Smart Nutritional Hybrids Daily Power Packs for Men _____ and Women _____

Figure 8: _____

Pick-a-Presentation

Choose a **THEME**, and a **DATE** & receive a **FREE GIFT TONIGHT!**



1

SeaSource Detox Spa Party

Stimulate, strengthen and support your body with a luxurious spa treatment that will purify the body, clear the mind and invigorate the spirit.

RE9 Anti-Aging Skin Care Presentation

Learn how to turn back the hands of time with the original skin care REvolution in anti-aging. Full product demonstration.



5



2

Beauty with Benefits Party

An exclusive event featuring video make-up application techniques and trends by a professional celebrity make-up artist!

Catalog Presentation

Featuring product highlights, use, benefits and demonstrations. Educational, informative and FUN!



6



3

Mother & Daughter Party

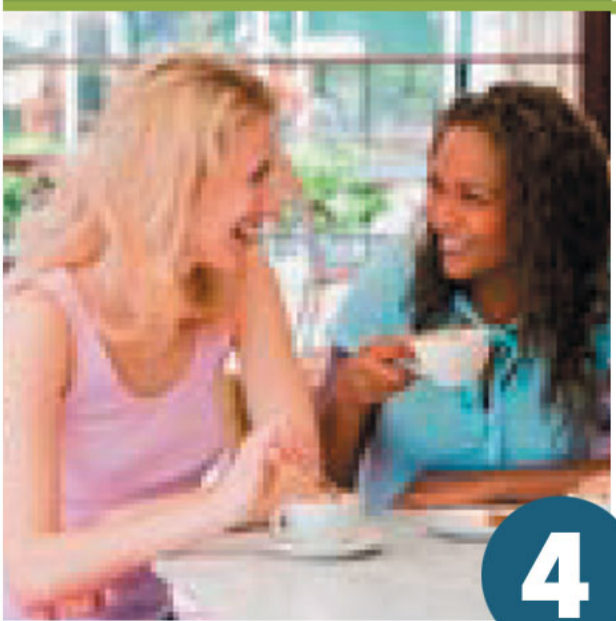
An upbeat and energetic skin care presentation including specially formulated products for teens. Arbonne F.Y.I. (For Young Individuals) make-up application tips and techniques shared.

Peel Party

NATURALLY beautiful! Get results without toxins with Arbonne's treatment peels, wrinkle filler and other revolutionary specialty products.



7



4

Casual Coffee Conversation

A brief overview of products focusing on your personal skin care needs.

Can't Wait Rev-it-up Party

Learn about Arbonne's nutrition, Figure 8 weight loss and natural balancing products



8

PURE • SAFE • BENEFICIAL

ARBONNE
INTERNATIONAL

Hostess Menu

SeaSource Detox Spa Party

Pamper your family and friends with an Arbonne Detox Spa Get-Together. Arbonne's **SeaSource Detox Spa™** offers soothing marine botanicals to encourage relaxation and restoration. Learn how to deeply cleanse your body of the internal and external toxins that come to us through the air we breathe, the water we drink, the objects we touch and the food we eat. Set aside some time to pamper yourself and your friends from head to toe with an intensely purifying and rejuvenating spa journey.

Peel Party

Experience the difference with Arbonne's ReGain Illuminating Enzyme Peel & Retaliate Wrinkle Filler. Who needs Botox when you can fight the aging process inexpensively and in the comfort of your own home! Experience a purifying peel of exotic blends and natural fruit enzymes that revitalizes tired skin!

REwind Time with RE9

Have your friends heard of Arbonne? Invite everyone you know and introduce them to the Arbonne difference! Experience Arbonne skin care, using the U.S. and Swiss patent pending **NutriMinC® RE9®** anti-aging line of products! Impress them with the best of the best in premium skin care, health and wellness products.

Mother/Daughter Get-Together

Introducing skin care for all ages! Sample the best there is for both moms and daughters! You'll both experience products you'll love. **FYI**, at Arbonne we've got something for everyone. Kick back, relax, laugh and enjoy. This is a fun-filled evening for all!

Makeup Madness

Add mochas and more to this fun event. Try out **Arbonne's color line** with your family and friends. We'll create an environment in which you can learn how to choose the right colors for your skin type and learn tips and current trends in makeup application.

Nutrition and Wellness

Enjoy sampling the tasty **Figure 8™** Go Easy! Protein Shake with INNER G-PLEX® and Just Go! Orange Fiber Shake, along with the **Figure 8** Daily Detox Tea and On the Go! Weight Loss Chews, while learning about the remarkable weight management program. Combine this with an overview of **Arbonne Smart Nutritional Hybrids®** and see for yourself how daily nutrition just got easier to swallow!

Hostess Desserts

- **FREE Pass or Play Gift** for booking at the Presentation.
- **FREE Arbonne Intelligence™ travel-sized Herbal Foot Cream** if I receive your invitation list within one week of booking your Presentation date.
- **FREE Awaken Sea Salt Scrub** with 2 presentations booked at OR before your Presentation!
- **½ Price Item** (\$80 value or less) with 4 or more guests in attendance!
- **RE9 Anti-Aging Body Care Set for \$25** (\$92 value) with every \$150 in sales OR the **SeaSource Detox Spa Soak Set for \$35** (\$115 value) with every \$150 in sales.
- Choose ANY **\$100 of products for ONLY \$20** with every \$250 in sales! That's 80% off!

Make your "reservations" today!



Choose from One of Our Most Popular Skin Care Packages

I Want It All Package

Our most popular package!

- Join for \$29
- Choose any individual product from the catalogue for FREE (e.g. RE9 Night Crème valued at \$79)
- Receive \$700 of products of your choice for only \$350! This would include the entire RE9 Anti-Aging Set AND the SeaSource Detox Spa Set!
- Choose products from the catalogue for yourself, your family or to give as gifts.
- 35% off all products for one year



Retail Value: \$779
You Pay: \$350 + 29
(shipping & tax additional)



Complete Set Package

Choose from 2 of our most popular sets!

- Join for \$29
- Choose any individual product from the catalogue for FREE (e.g. RE9 Night Crème valued at \$79)
- 35% off all products for one year

Option 1:
RE9 Anti-Aging Skin Care Set
Set includes free Transforming Lift

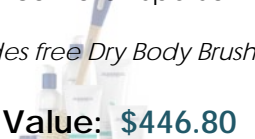
Retail Value: \$423
You Pay: \$194.03 + 29
(shipping & tax additional)



OR

Option 2:
SeaSource Detox Spa Set
Set includes free Dry Body Brush

Retail Value: \$446.80
You Pay: \$229.13 + 29
(shipping & tax additional)



Basics Package

- Join for \$29
- Choose a few of the Anti-Aging and/or Detox Spa basics to get you started
- Choose any individual product from the catalogue for FREE (e.g. RE9 Night Crème valued at \$79)
- 35% off all products for one year



Retail Value: \$150
You Pay: \$97.50 + 29
(shipping & tax additional)



I Want...

- Free products
- 80% off
- Fun night of pampering



Ask How!!!



Get your business going in three easy steps:

1. Set up your tools
2. Initial Contact
3. Follow-up/ Close



Set up your tools:

RE9 KITS

- Label ALL product with the word TESTER so that people realize that it is an open bottle. (TESTER stickers can be purchased online in “The Place”.)
- Label the bottles with numbers that match the order on the usage card.
- Print off the usage card by visiting internetconsultants.com/business-development/toolbox. Tip: Laminate them so there is no water damage.
- Prime your pumps. (If you have difficulty getting pumps to work, turn bottle upside down and pump them.)
- Put all the products and directions in the gold bag with a sample pack on top – DO NOT LEAVE OUT SAMPLE. (You do not put actual Night Crème in the bag in order to maintain sanitary integrity. This is why it is important to include a FULL RE-9 Sample.)

For how to make Prospecting (Sponsoring) Packets, see “How to Make a Prospecting Pack” in the “Sponsoring” Section.

- Catalogue
- Arbonne Company Brochure & CD
- Eye on Arbonne Story
- Business card
- Empowering Women Magazine
- Application form/Order form

When to Lead with the Product

- When you are starting your business
- When you feel stuck
- When you meet someone new

When to Lead with the Business Opportunity

- When you are approaching your Dream Team
- When you are speaking with someone who has indicated a need
- When you are speaking with someone who is looking for a business opportunity

Leading with Product

Initial Contact / Product Drop off

"I just started a new business with a company called Arbonne. We have a great skin care line that I would love for you to try and give me some feedback on it."

Tip: If this is someone who you know takes really good care of their appearance already, may also like to add: "I really respect your opinion and would love to know what you think."

Set up a time to drop off product.

Take a minute to give some quick instructions.

Set up a time to follow up "How about I stop by Thursday at 4:00 to pick it up? I can take a few minutes to tell you how our product is different than other product out there and I can show you how to get it at the same price I do."

Follow up and Close

- Make conversation
Ex. "So you are probably wondering how Arbonne is different than what you are already using?"
- Use the Arbonne Now Brochure to go through the info with them.

When they are interested only in product...

1. Explain the three ways to win, outline
2. Using a Close Sheet, go through the options
3. Complete their order with them (application form, order form, method of payment)

When they are interested in product & business...

- Continue through the Arbonne Now Brochure. Answer their questions and suggest a meeting with your upline if you cannot answer all questions.
Ex. Phone - a three way call, a coffee date, Discover Arbonne.

"It sounds like you are very interested in this. Why don't we set up a time with my friend___, she has been doing this longer than I have and I would feel more comfortable with her helping me to answer your questions"

- Make an appointment for a three way call, coffee date or Discover Arbonne.

Before you leave ask your prospect one last question –

"On a scale of 1-10 - 1 being you never want to hear about Arbonne again, and 10 you are ready to roll and start your own business, where do you feel you are at?"

Close with a New Business Builder

“Where do you see Arbonne fitting into your life?” Explain our system for success (2 group presentations + 2 one-on-ones) Find out what they can commit to – 6,8, or 10 groups a month.

“We can customize a package for you based on your budget and on how you would like to work the business.”

Refer to SUGGESTED STARTUP OPTIONS in Getting Started Section of Keys to Success.

“So what would you like to do?” BE QUIET.

Listen and make a plan.

Leading with the Business Opportunity

- When you are approaching your Dream Team
- When you are speaking with someone who has indicated a need
- When you are speaking with someone who is looking for a business opportunity

Initial Contact /Product Drop-Off

“Hi Sally. I know you are looking for a way to stay at home with your new baby after maternity leave. I think I have the answer for you! Do you have time to meet for coffee on Thursday?”

- Walk through the Arbonne Now brochure. Take kit and opportunity pack with you to give to her.
- Book a time to meet back with her approx. 48-72 hours from this appointment. Ask her if it would be okay for you to bring a friend with you that has been working with Arbonne a bit longer that can help answer questions she may have. This is where you could have your sponsor/upline come along with you.

Follow up and Close (second meeting)

- Thank prospect for meeting. Introduce your friend (If Sponsor/Upline are present). She is here to help answer any questions your prospect may have.
- At this time, go through the SPONSORING INTERVIEW located in the Sponsoring Section of the Keys to Success.

Sampling — An Effective Business Building Tool



By Independent Consultant, ENVP Kathy Whittington: Arbonne Learn & Burn™ Training

Distributing Arbonne samples is a simple, convenient and effective tool to introduce products to potential Clients or prospects after your “Discover Arbonne” Presentation. Samples are also an effective way to introduce your existing Clients to Arbonne products they have not yet tried.

Arbonne carries a variety of sample packs for skin care, body care, hair care and baby care. Each skin care sample pack comes with a listing of product ingredients, usage instructions and information about Arbonne.

- ⊕ Be sure to attach your personal Arbonne name labels to each sample pack before you distribute. Information on ordering your personalized name labels can be found in the literature inside your “NOW You’re in Business” Starter Kit.
- ⊕ Always carry sample packs with you! You never know when you will have the opportunity to share Arbonne products.
- ⊕ Share your personal testimony.
- ⊕ When you are sharing Arbonne products, it is important to pre-profile the person you’re speaking with. Pre-profiling is easy and fun, financially rewarding, and builds rapport with your prospect. A convenient tool for pre-profiling is the skin type chart located in the front of Arbonne’s Product Catalogue.

SAMPLE DIALOGUE:

“What type of skin do you think you have?”

“What products are you using on your skin presently?”

“If you could change something about your skin, what would it be?”

- ⊕ Include other information regarding Arbonne along with the sample pack (i.e. ArbonneNOW Company brochure, Product Line Overview brochure, Before & After testimonial brochure or Product Catalogue).
- ⊕ Be sure to schedule a follow-up appointment before you leave your new prospect.

When you give someone a product sample, consider using the following dialogue to make sure his or her first experience with Arbonne will be the best it can be.

SAMPLE DIALOGUE:

“I know that you are going to enjoy these samples! It’s very important that you use the Arbonne product samples exclusively. This will enable you to see the difference in your skin. It is also important that you use all of the products in the sample pack as instructed. This will allow you to see what a complete skin care system will do for your skin, when used properly. You can expect a call back from me in about four days. When would be the most convenient time for you? Great (insert first name). This should give you enough time to finish your samples and experience the difference in your skin. I will speak with you again on (day, date and time).”

- ⊕ Once you have sent your new prospect on his or her way with the sample pack, be sure to follow-up! You can use the following dialogue to help with the follow-up process:

SAMPLE DIALOGUE:

“Hi! This is (your name), your Independent Consultant with Arbonne International. I’m calling to follow-up on the sample pack you received.”

“Have you used the samples for three days?” (If not, then arrange a time to call back once they have used the samples for at least three days.) “Have you used all of the products in the sample pack as instructed?” (Find out which products they did not have a chance to use.) “Tell me what you noticed about the softness, smoothness and clarity of your skin”. (If they didn’t notice any change, suggest some changes that may have happened: diminished dryness, less oil at the end of the day, eyes appear less puffy or tired, reduced appearance of lines and wrinkles, etc.) “Which product was your favorite? Do you have any questions I can help you with?”

Write down your new Client’s comments.

“While we have been talking, I have taken notes on the products that would best meet your needs at this time, and I would like to quickly go over these with you. You can then tell me which items interest you the most. Does that sound OK?”

Recommend the products that best suite your new Clients needs. Begin by recommending a complete skin care system. State a benefit of each product and how they would use it. Speak as if your Client already owns the product, for example:

“When you use your cleanser, use just a small amount with plenty of water.”

Let your new Client know that you would like to get him or her started with the products he or she liked. If a system is not in the budget, you may:

1. Offer to sign the person up as an Arbonne Independent Consultant so the person can enjoy the products and purchase them at a discount.
2. Ask which of the products the Client feels could be eliminated from the system until you reach the desired budget.

Let your new Client know the total cost for this first order and ask your new Client how he or she would like to pay. Assume that this person will make a purchase.

Sample Pack Notes:

- ⊕ Include a Product Catalogue or Product Line Overview brochure along with sample packs. This will allow your potential new Client to see the variety of products Arbonne has to offer.
- ⊕ Explain that Arbonne’s products are very concentrated; therefore, the Client only needs to use very small amounts of each product. Be sure to share that Arbonne prides itself in having pure, safe, beneficial products.
- ⊕ Thank your potential new Client for trying the products, and remember it’s important to take the time to get to know each of your Clients and build a relationship.

WARMING UP TO A COLD MARKET

Reach out to people you don’t know. These could be people who have been referred to you from your Clients and acquaintances.

SAMPLE DIALOGUE:

“Hello, may I speak with (insert first and last name) please? (Insert first name), I’m an Independent Consultant with Arbonne International and I am delivering complimentary samples of our products in your area for advertising. I just need to ask you a few quick questions to complete your sample packet. Do you have a moment?”

Or:

“Hello, may I speak with (first and last name) please? (Insert first name), I’m an Independent Consultant with Arbonne International and you were referred to me by one of my Clients, (insert first and last name). I am delivering complimentary samples of our products and (insert first name) thought you would be interested in them. I just need to ask you a few quick questions to complete your sample packet. Do you have a moment?”

“Are you familiar with Arbonne’s products?”

Tell them in just a sentence or two about the Arbonne difference.

“If you could improve something about your skin, what would it be?”

“(Insert first name), if you were to receive complimentary samples of Arbonne products, would you be willing to use them exclusively for a two- or three-day period?”

“At the conclusion of the three-day period, I will call back to ask about the improvements you noticed from using the products. Would that be alright?”

“I want you to know, (insert first name), there is absolutely no obligation in receiving the samples. If after using the Arbonne products, you are impressed with the way your skin feels, and you can see the Arbonne difference, would you be interested in getting started on an Arbonne system?”

If the answer is “yes,” let your prospect know you just need to ask a few more questions about his or her skin so you can include the products that would be the most beneficial. (See the skin type chart in the front of Arbonne’s Product Catalogue). Be sure to ask if he or she has any sensitivities or allergies to any product ingredients.

Tell your new prospect you will be mailing or delivering the sample to them that will include:

- ☒ Products selected just for them
- ☒ Instructions for use
- ☒ Current prices
- ☒ Information about Arbonne’s products, the company and Arbonne’s home-based business

Be sure to schedule a day to call your new prospect back. Follow-up is one of the keys to building your business, so be sure to follow-up with all of your prospects in a timely manner.

If the answer is “no,” let your prospect know that the purpose of the samples is to find individuals who have concerns about their skin that could benefit from the Arbonne products.

Thank your prospect for his or her time and ask if he or she might know of anyone who may be interested in the sampling program.

KEY! Always ask for referrals! Referrals are the lifeblood of your future business. When you drop off the samples, tell your Clients that you want to expand your business and would like them to be thinking of anyone they know who would also like to try a sample of Arbonne’s products. Consider offering a small gift when they give you the names of five or more people who would like to try a sample pack.

11 Steps to a Successful Trade Show

1. Familiarize yourself and your team with the Policies & Procedures in regards to trade shows. Contact the Arbonne compliance department regarding trade show info.
2. Decide how many Consultants are needed to work the show and fill the spots/shifts.
3. If you are the “owner” of the show, you are also the leader of the show. Fill the spots/shifts and appoint different tasks for everyone involved in working the show. For ex: set up, tear down, showcase, tables, draw baskets, signs, banners, miscellaneous items, table skirts. ****Product on display should be opened, marked as and available as Testers/Demos****
4. Set up a conference call with all participants to go over the individual tasks. Everyone should be on the call! It is very important to delegate and to speak with each other personally. Emailing duties will not work. Ensure that everyone knows their shift.
5. Everyone should be responsible for their own business aids. For ex: catalogues, business cards, brochures, samples.
6. Decide together what incentive will be offered and promote this incentive as a group. For example: If you have a draw for a spa basket, each participant should bring a product for the basket. And, different colored ballots should be designated.
7. As a group, you must decide if samples will be given out or sold. Everyone needs to agree on one way.

Tip: If you sell them you are more than likely weeding out anyone who doesn't seriously want to try the product!
8. Be courteous & work together. Don't sell your shift once you have committed to your spot. If you must opt out before the show, then contact the person leading the group and they will fill the spot.
9. Wear comfortable shoes. Dress Professional.
10. Remember: The fortune is in the follow up with a trade show!
11. Most importantly, have fun!

Please preserve the Arbonne Code of Ethics when attending trade shows. When booking your trade show, please check to ensure there is only ONE ARBONNE table per show. Please respect the “first come, first serve” rule of thumb. Please do not book into a trade show which already has an Arbonne booth registered. Use ethical discretion with this in cases where the number of attendee's is a very large amount.

Follow Up System for Clients and Prospects

If Using the Index Card System You Need:

- ❖ 2- 8 1/2 x 5 index card boxes
- ❖ Dividers for the index boxes: 1 set marked 1-31 (for days of the month) and a second set marked Jan.- Dec.(for months of the year)
- ❖ Client Profile index cards (attached- print on card stock)

or

If Using the Client Profile Sheets You Need:

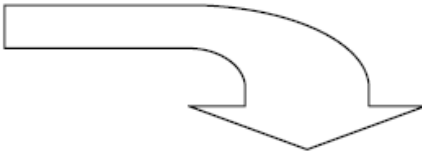
- ❖ 2 inch 3 ring binder
- ❖ Dividers for the 3 ring binder: 1 set marked 1-31 (for the days of the month) and a second set marked Jan.- Dec. (for the months of the year)

Whichever system you choose, follow the same steps!!

- 1) Handout the Client Profile sheet or card to all the guests in attendance of your group presentation and have them fill out the personal information.
- 2) You keep the Client Profile sheet or card.
- 3) 1st call-Follow up with your New Client 3 days after they have received their products (make sure to allow for shipping if they signed up for discount): if they purchased products from you on the 1st and they signed up (\$29) for discount allow 7 days for shipping. So you would follow up after 10 days (7 days shipping +3 days to try their product = 10 days). If they purchased on the 1st, count 10 days and you would follow up with them on the 11th of that month. You would place that client profile under the divider marked "11" for the 11th of the month. On the 11th of the month, you would pull out all the client profiles under that day and make your calls!
- 4) 2nd call- Make sure that your client is using their products correctly (walk through each step of their system with them) and make sure they are having no problems with products. Tell them that you will follow up with them in 3 weeks (move your client profile card forward 21 days (if your client profile was in the 10th slot, add 21 days to the 31st slot).
- 5) 3rd call- Make sure they are doing well on their products; let them know of your special for the month to get them on new products. Ask if they would prefer that you follow-up with them monthly with your specials or if they prefer you call when they are running low on their products. Most will say call me monthly!! Now you move their information in the next month slot!

VERY IMPORTANT!!!! YOU ARE WORKING TO BUILD A RELATIONSHIP WITH YOUR CLIENTS (THEY COULD BE YOUR FUTURE BUSINESS BUILDERS), SO CALL AND DON'T EMAIL!! MOST NVP'S HAVE MANY BUILDERS THAT WERE THEIR CLIENTS FIRST AND IT IS ALL BECAUSE A RELATIONSHIP WAS BUILT FIRST!!!

THE OPENING



DISARMING



PERMISSION



THE REASON



OBJECTION



Check-Mate QUESTION



Check-Mate CLOSE

The Opening

"Hello _____, this is _____ calling". (PAUSE)

Tip: Leave your company name out of this part!

Disarming

After you get a "yes" response start your sentence with this phrase..

"I understand....." OR "If you recall....." (PAUSE)

Permission

"Is this a convenient time for you to talk?"

"Do you have a moment to talk?"

(PAUSE)

The Reason - Ask for the appointment!

Tip: This is the time to tell them what company you are with and why you are calling.

The Objection – Goal is to continue the conversation on favorable terms.

Tip: After they object, say:

"Okay, before I go may I ask you one quick question?"

"I understand, before I go may I ask you one quick question?"

Check Mate Question - Uncover a Need or Motivation to Listen

Ask a Question that reveals a potential need.

Tip: Do not ask "yes" & "no" questions!

Check Mate Close - Ask for the appointment!

Tip: Reiterate your reason for calling. Repeat their identified need

Use the word "especially!"

The Entire Workbook – "Success Step by Step" by Dynamic Production, Inc. is available by calling 1-800-693-9201 or by visiting www.dynamicproduction.com.

It is strongly recommended you invest in these materials to truly benefit from this process.

Welcome Letter Instructions & Sample

- ❖ Send to all NEW personally sponsored consultants
- ❖ Print on nice letterhead
- ❖ Include:
 - Name
 - Consultant ID
 - Phone Numbers
 - Website/email

The letter will read as follows: (please do not add or change)

Date Here

Hello _____,

Thank you for your recent order! With your new Arbonne Consultant ID#, you have the luxury of receiving many benefits, which include 35% off product purchases, monthly purchase with purchase specials and more! I wanted to drop you a note with some ordering instructions to make ordering with Arbonne quick and simple.

As an additional welcome to Arbonne, you are also eligible in your first two months of membership for the Right Start Value Pack. With this package you are eligible to purchase \$700 SRP in product, for only \$350 (not including tax and shipping). This is an amazing offer for **50% off** that you will be eligible for in your first two calendar months of membership only!

To learn more about the Arbonne business opportunity, please visit my website at www.yourwebsite.myarbonne.com. Here you will find all the information you need to build a successful Arbonne business. Please take a minute to review the information and see how Arbonne can impact your business, your finances, and your life.

Please feel free to call me with any questions you may have!

Welcome to Arbonne!

Sincerely,

Your Name Here

Phone #'s

Email

Website

IMPORTANT: With this letter, include "How to Order" Flyer.

HOW TO ORDER

PLACING YOUR FIRST ORDER WITH ARBONNE INTERNATIONAL IS SIMPLE AND CONVENIENT!

To place an order with Arbonne, choose any of these options. If you need assistance with your first order, please contact your sponsor or Manager. After placing a few orders, you will become more comfortable with the process! And don't forget, now that you know all the ways to place your Arbonne orders as a new Independent Consultant, you can earn a free product (single item) of your choice when you accumulate \$100 in Retail Volume in your start month!



Shop Online at www.arbonne.com Place your order online by selecting Shop Online. Log in with your Consultant ID number and PIN number then select the products you would like to purchase. Once you are ready to "check out," choose complete purchase from within the shopping cart screen. Select the method for shipment and hit "continue" then enter the credit card information for payment and your order will be processed within 24 hours. To order products you can choose from the product categories or select Quick Shop, which will give you a list of all the Arbonne products available. Be sure to check out the Internet Special each month, and review the other specials you have qualified for such as: Bonus Products, Purchase with Purchase and Host Specials or select the Right Start Value Pack (RSVP) to Purchase \$700 SRP for only \$350 during your start month, plus the next month.

Autoship is a program where a Consultant's standing order is automatically shipped at the same time, every month. This program rewards order consistency with vouchers good toward free products. These "earned incentives" are based upon six-month cycles that begin the month your order reaches \$125+ SRP.

Autoship Average Every Six Months	= Free Product Voucher
\$125-249.99 SRP order	= \$125 voucher
\$250-499.99 SRP order	= \$250 voucher
\$500 + SRP order	= \$500 voucher



It's a convenient, and rewarding way to order your favorite Arbonne products.

Arbonne product vouchers are non-overridable and cannot be applied to shipping fees. Vouchers can only be redeemed within six months from the issue date and are tracked by Consultant ID number, are non-transferable and have no cash value. Voucher is virtual ... qualifying orders will be notified online or by a phone operator, an actual voucher will not be received.

PwP Special Autoship-Only Purchase with Purchase (PwP) Purchase the Arbonne Smart Nutritional Hybrids™ for Men (#511) or Women (#512) on Autoship for \$129 and qualify to purchase either the Arbonne Smart Nutritional Hybrids™ for Women (#512P) or for Men (#511P) for only \$55.



Arbonne Independent Consultant Web site program at www.MyArbonne.com Clients and Consultants can shop directly from your www.MyArbonne.com Web site by selecting Shop Online and following the same steps for purchasing from www.arbonne.com stated above.

Call 1.800.ARBONNE (1.800.272.6663) and you will be connected to one of our Customer Service Representatives. You will need your Consultant ID number to begin placing your order. Simply state the item code number and the quantity desired. Once you have completed your order, the Customer Service Representative will give you the total SRP (Suggested Retail Price), the amount of your discount (35% off SRP), shipping and tax for your local area and request your credit card information for payment. Your order will be processed in 24 hours.



FAX your order to Arbonne at 1.949.837.8415 Complete the Consultant Product Order form included in your "NOW You're in Business" starter kit, and fax directly to Customer Service. The Consultant Product Order form is divided into two sections, the top portion for ordering product, the second half for ordering specials such as: Bonus Items, Purchase with Purchase, Host Specials, RSVP and Business Aids. Each line gives a description for completing the shipping, tax and discount information to determine the total due. Payment information is completed on the right-hand side of the document. If you have any questions while completing this form, you can call 1.800.ARBONNE and speak with a Customer Service Representative. (See the back of this flyer for further instructions.)



PLACING
YOUR
ORDER BY
FAX:

1.949
837
8415



ARBONNE HOURS:

Online ordering and fax lines are available 24 hours a day. 1.800.ARBONNE phone hours are from 6 a.m. – 6 p.m. Monday through Friday and 6 a.m. – 3 p.m. on Saturday, Pacific time. Close day order hours are 6 a.m. – 6 p.m. Pacific Time via 1.800.Arbonne, until 10 p.m. online at www.arbonne.com and until 6 p.m. via fax.

HOW TO FILL OUT YOUR RETAIL PRICE LIST AND CONSULTANT PRODUCT ORDER FORM FOR FAXING:

There are two separate forms to use when placing orders - the Retail Price List and the Consultant Product Order form

- ▶ Fill out your information in the CONSULTANT INFORMATION box of the form(s).
- ▶ If the order is to be shipped to someone other than the Consultant's shipping address, fill out the SHIPPING INFORMATION box on the Consultant Product Order form or the CLIENT INFORMATION box on the Retail Price List and Order Form.

Select your products

- ▶ For large orders and Right Start Value Packs (RSVPs), total your selected retail products from the Retail Price List and Order form and place the total on Line 1 of the Consultant Product Order form.
- ▶ For smaller orders, list your products in the ARBONNE PRODUCT DESCRIPTION box of the Consultant Product Order form. Be sure to include product item numbers and product names.

Use the Consultant Product Order form to:

Calculate costs for products

- ▶ Calculate the product total on Line 1.
- ▶ Enter your 35% discount on Line 2.
- ▶ Enter the subtotal on Line 3.

Select any Special Products and Business Aids

- ▶ List all Bonus Products (Arbonne Intelligence Cleansing Gel, Hand Cream, Body Lotion, or Herbal Foot Cream, Host Gifts, Purchase with a Purchase products (PwP) and Host Specials).
- ▶ When ordering the Right Start Value Pack (RSVP), place the amount of \$350 for RSVP 1 next to item #1903 and/or \$350 for RSVP 2 next to item #1904.
- ▶ When ordering multiple Business Aids, complete the Business Aids Order form and transfer the total cost onto the Consultant Product Order form.

Determine total costs

- ▶ Complete Lines 4 through 10 to determine your total.

Please note:

- ▶ If your StartNOW Independent Consultant Application and Agreement form is accompanying an order, please list your sales tax rate.
- ▶ Complete the Autoship Program Agreement form if you are making an Autoship Order or adding any changes to an existing Autoship Order. Autoship orders and amendments must be faxed to Arbonne 14 days before the shipping date you have chosen.
- ▶ Please keep a copy for your records.

Fax your form to Arbonne at 1.949.837.8415

Forms are available for download @ arbonne.com in the Internet Consultant area/Field Support section/Download Forms. They are available for purchase @ arbonne.com in the Shop Online section/The Place.



Building Your Dream Team: Identifying Your 5 Key People

Your dream team is already on your 100 or more person contact list! Identify them by asking the following qualifying questions of each person on your list. Place a ★ next to each person's name, each time they fit one of these profiles:

- Who do you want to work with in Arbonne?
- Who has told you they would benefit from Arbonne, because they need a change in their life? They need to add meaningful relationships to their life? Or, they need the freedom and flexibility that Arbonne offers with time and money? **They have made statements like:** "I hate my job," "I want to be home with my children," "I don't know how I am going to pay our bills this month," "We don't have enough money," or "My husband's job is killing him."
- Who is a person of influence? Not because of their title, but because of who they are and how they treat people. People flock to them. They light up a room – they don't darken a room! **Put 2 STARS beside their name.** If they decide to join Arbonne, they will be able to influence others to do the same! Their business can grow quickly!
- Who has a little money to get started with their business?
- Who do you know that is already successful at what they do in life? They are hardworking, driven, and ambitious.

After you have gone through these qualifying questions, look at your 100 or more person contact list and see who has 4-5 ★'s beside their name? These are your "KEY" people.

1. _____
2. _____
3. _____
4. _____
5. _____

Let your upline VP help you assemble your DREAM TEAM by helping you talk to these key people. Share with these people why you thought of them when starting your Arbonne business.

How to Make a Prospecting Packet

Prospect Professionally with Four Simple Items:

1. Success For Home (Business Aid #2377) or Empowering Women Magazine (Business Aid #1236)
2. Post-It Flags (Staples)
3. RE9 Sample (Business Aid #2250A)
4. Clear Bags ([www. Clearbags.com](http://www.Clearbags.com))

On FRONT COVER & on DVD INSIDE: - put label as follows:

<p>Discover what Arbonne has to offer! 24/7 Dial 212-461-9107</p> <p>Your name-Independent Consultant Email- website / Contact Number</p> <p><i>Contact me to find out how Arbonne can change your life!</i></p>
--

Suggestion: Avery 8160 Mailing Labels
Available at Staples

Post It Flags



"If you are in a rush, at least read these few articles!"

Tab these pages from Success from Home:

- 9- "A Better Option"
- 46 – "Set Yourself Up For Success"
- 54 – "Arbonne: Discover the Difference"
- 72 – "Inspiring Success"
- 87 – "A Generous Spirit"
- 121 – "A Commitment to Excellence"

Place items in a ClearBags

www.clearbags.com

**9 7/16" x 12 1/4" fold-over
sealable mailer**

These clear mailers are great to mail catalogs and prospecting packs – they finish up an already polished, professional package

The following letter is great to insert into Prospecting Packets.

It can be personalized and printed by visiting:

- Internet Consultants
- Tools
- Global Sponsoring Information
- Opportunity Letter



Dear Jane Doe

I'm writing to share a unique opportunity with you. It's a chance to create flexible hours, be your own boss and explore your personal and financial potential. By becoming an Arbonne Independent Consultant, you can start a home-based business, just like millions of other people worldwide, and participate in a growing industry that allows you to work your business alongside another job; work with friends and family; determine your own activity and income; and begin with a minimal start-up cost.

Whether you would like more time to spend with family, more control over your life and work, or to make a positive difference in the lives of others, Arbonne might be just what you've been looking for!

The Arbonne Opportunity

Arbonne rewards you for helping others achieve success. The Arbonne opportunity is easy to adapt to your busy lifestyle and share with family and friends. Wellness, wealth and a way of earning that's fun for all make Arbonne the key to success.

Arbonne offers ...

- Superior, botanically based skin care products to support health and beauty.
- Company support and training with a proven formula for success.
- A generous compensation plan to put you on the road to financial freedom.
- Committed leadership, because you're in business *for* yourself, not *by* yourself!

Three Ways to Win with Arbonne:

- **Clients** can shop online or by mail through a quick and efficient delivery system that offers superior products, excellent customer service and product rewards for hosting Presentations.
- **Consultants** save money with a 35% discount and earn extra money by sharing with family and friends, all for a minimal start-up cost.
- As a **Business Builder**, create the income you deserve, be your own boss, find a few people looking for financial freedom and teach them to do the same.

If you're looking for financial freedom, fantastic products and great training, Arbonne is an opportunity you don't want to miss! You've got nothing to lose and everything to gain.

Included with this letter are specific documents to give you a little more information about what I have mentioned in this letter. Please look over these items and contact me with any questions you may have. I am also providing our corporate office contact details in case you are in the area and would like a tour. Thank you for your interest and I look forward to speaking with you.

Sincerely,

Susie Q, your phone number/email address

*There are no guarantees regarding income, and the success or failure of each Independent Consultant, like any other business, depends on each Independent Consultant's own skills and personal effort. You should not rely on the results of other Consultants as an indication of what you should expect to earn. Arbonne is a product-driven company that strongly encourages consumers to use its products before attempting to build a business.

Arbonne International

9400 Jeronimo Road
Irvine, CA 92618

Customer Service: 1.800.ARBONNE

Hours: Monday – Friday 6 a.m. – 6 p.m. Pacific time
Saturday 6 a.m. – 3 p.m. Pacific time

I am going to ask you a few questions to get to know you better, and then I will tell you how we make money in Arbonne.

1. What was it about the information I gave you (or you heard at a presentation etc) that drew you to meeting with me today?

2. If you could design the perfect career, what would it look like?

3. Name 5 Character Strengths that would help you succeed in Arbonne.

- a)
- b)
- c)
- d)
- e)

4. Have you ever thought about owning your own business or being your own boss?

5. What have you always wanted to do but never had the money or time to do?

6. Where do you see yourself 5 years from now?

7. What would be the one thing you would do if you could change your circumstances immediately?

a) What has the situation caused you to sacrifice and what are you doing to resolve this?

8. How much money would you like to make to meet your needs?

Interviewer can identify level they need to get to there:

(based on override income)

DM 100-1000/month

AM 1000-4000/month

RVP 6000-10,000/month

NVP 10,000-100,000/month

9. How many hours can you dedicate to your Arbonne business?

10. Are there any challenges you can identify in starting a business like Arbonne?

11. Discuss and review the Action Plan Workbook (21 reasons why, 100 people list, 2 launches back to back, etc.)

12. Review Compensation Plan

a) Retail (very little "right now money", except during Holiday season)

b) District Manager Level (8% on own purchases and 8% goes deep)

c) Bonuses

d) Consultant Rewards ASAP Points

13. Emphasize Time Leveraging and Residual Income

14. On a scale from 1 to 10:

1 -- you never want to see me or hear about Arbonne again

10 -- you can't wait to sign this application and become my business partner;

Where do you see yourself right now?

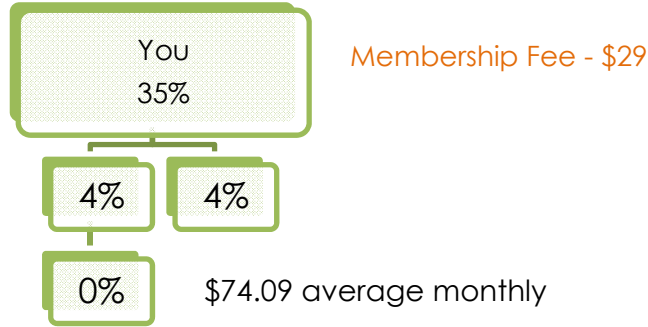
If they say "7" (as an example) ask:

What more information do you need from me to get you from a 7 to a 10?

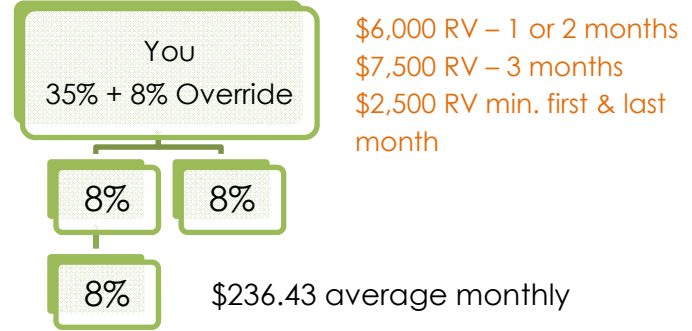
If they answer a 10, then move to the sheet where they can pick their package of products to get started!

Management Qualifications & SuccessPlan Overview

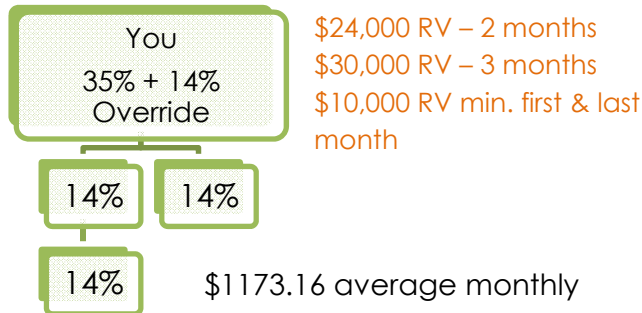
Consultant



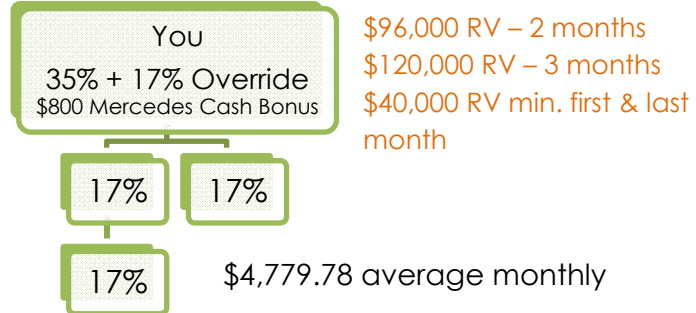
District Manager



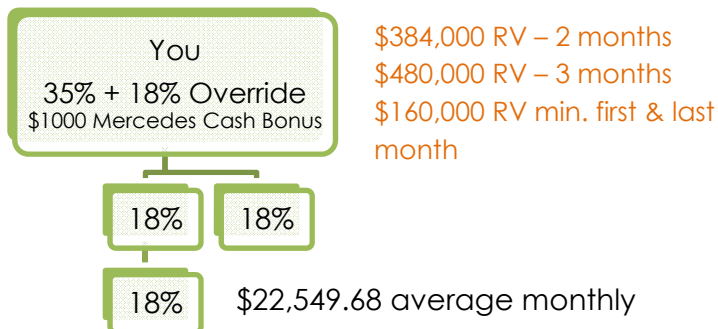
Area Manager



Regional Vice President



National Vice President



Qualification requirements are outlined in **ORANGE** text

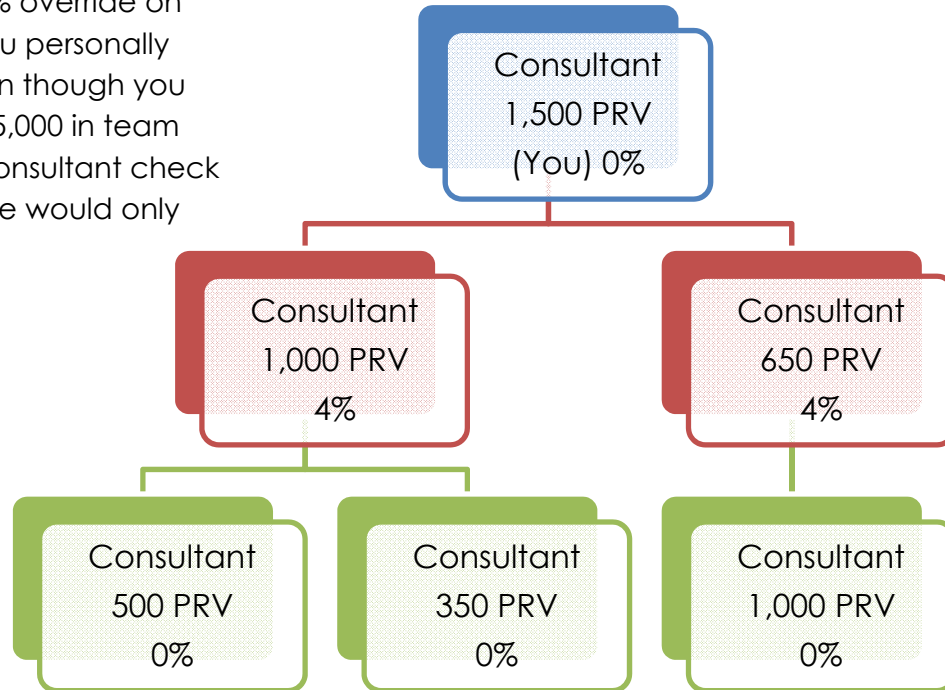
All percentages indicated are a representation of override percentages & also represent maximization of the Arbonne SuccessPlan

All average monthly commissions are reflective of the 2006 ICCS found on www.arbonne.com

Consultant Pay vs. District Manager Pay

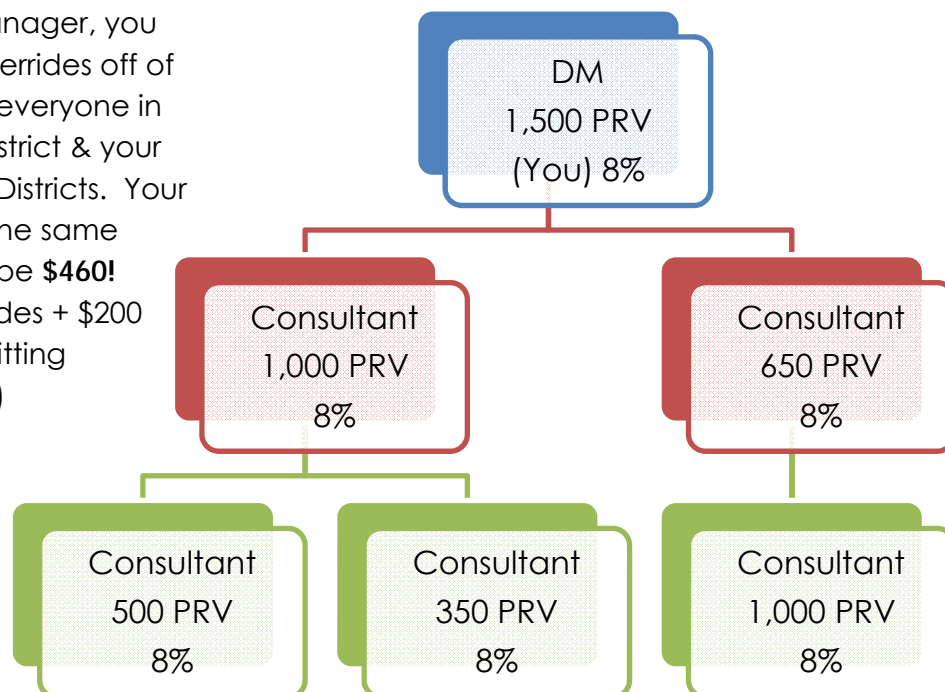
What Consultant Override Commission Looks Like

As a Consultant you only get paid a 4% override on those that you personally sponsor. Even though you would have 5,000 in team volume - a consultant check on this volume would only be \$39



What District Manager Override Commission Looks Like

As a District Manager, you get paid 8% overrides off of your volume + everyone in your Central District & your 1st Generation Districts. Your DM check on the same volume would be **\$460!** (\$260 for overrides + \$200 DM Bonus for hitting \$5,000 + 5 new)



Qualifications:

One, two or three month qualification options

- Minimum \$1,000 Personal Retail Volume accumulated in a month
OR
- Minimum \$2,500 Retail Volume in a month.

AND

- \$6,000 Retail Volume in one month, \$6,000 Retail Volume over two months, or \$7,500 Retail Volume over three months.
- Retail Volume will be accumulated over the entire qualification period.
- Minimum \$2,500 Retail Volume in the first and the last month of the qualification period.

Design Your Own Plan:

I have chosen to qualify in _____ months.

My personal sales will be _____ month,
_____ each week,
_____ each day.

I will have ___ personal appointments in order to accomplish this.

I will have _____ consultants in my organization when I begin to qualify _____ (date)

Use the “Goal Setting Made Simple” formula found in the “Moving into Management section of “Keys to Success” to help you plan the activity that you need in order to accomplish your goals!

(Based on an average of **\$500** in retail sales at your parties.)

What is projected for YOUR business this month? You have to have a Business Plan if you want your business to be successful. Goal-setting is your Business Plan for the month!

Goal-Setting in 4 Simple Steps

Make a business plan every month and **WRITE** it down on our goal sheets.

1. Draw circle charts of your organization – include your current team and the team you want in the future.
2. How many parties do you have confirmed on your calendar?
3. How many parties does your team have confirmed on their calendars?
4. Based on the number of confirmed parties, what do you see in your organization? Is anyone close to a new qualification level based on the number of confirmed parties they have within their personal and their success line calendars?

Goal-Setting Formula

Part 1: Personal Parties + Team Parties = Total Parties for Your Business

Part 2: Total Parties for Your Business X Average Sales at Your Parties = Monthly Volume Goal

Total Number of \$500 Parties to Qualify for Each Management Level

	District	Area	Region	Nation
Qualification Volume	\$6,000 (in 1 or 2 months)	\$10,000 (for Step 1)	\$40,000 (for Step 1)	\$160,000 (for Step 1)
Total Parties (between you and your team)	12	20	80	320

Goal-Setting Worksheet

1. Personal Parties: _____ + Team Parties: _____ = Total Parties for Your Business: _____
2. Total Parties for Your Business: ____ X Average Sales at Your Parties: _ = Monthly Volume: _____

Questions Based on Goal-Setting Worksheet

1. Are you and your team on target to hit everyone's goals for District, Area, Region or Nation? If not, what needs adjusting in order for everyone to hit their desired volume goals? Does anyone need to increase their party count to hit their goal?
2. Are you satisfied with what your business is achieving each month? If not adjust the number of parties that you have planned for your business and help your team do the same for their businesses!

Doing Your Part – Weekly Focus Plan

(To Create True Duplication, Have Your Team Do This Too!)

You should be focusing on having 2 group presentations a week. Use the “Goal Setting Made Simple” to determine if you have enough activity to reach your goals for the month.

Book 2 Group Presentations	Present/Execute 2 Presentations
1.	1.
2.	2.

Give Out 2 Prospecting Packs & Follow-Up	Sign Up 2 New \$100+ Consultants
1.	1.
2.	2.

Give Out 5 Sample Packs/REsults	Follow-Up with 5 Past Clients/Consultants
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

30 Min/Day Personal Development, Arbonne Univ, Learn & Burn, Team Calls

Day 1:

Day 2:

Day 3:

Day 4:

Day 5:

Day 6:

Weekly Close Totals

Personal Volume at Week Close	
Central Volume at Week Close	
Success Volume at Week Close	
# of New Consultants at Week Close	

Your goal is \$500 Retail sales in ONE WEEK (ex. Sell 2 RE9 Sets). If you go over this amount during the week, it does not carry over to the next week. Extra is BONUS for your business. FOCUS on getting JUST \$500 a week...this will breakdown your plan and get you to your goal!

Doing Your Part – Daily Focus Plan

These are the 6 most important things to do for your business.
(Before you go to bed, make your list for the next day)

Day 1	Day 2
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.

Day 3	Day 4
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.

Day 5	Day 6
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.

Other:

WHAT are you going to accomplish & WHO are you going to bring with you?

Why Earn This Trip?

- A free VACATION that you can earn for yourself to reward YOU for all your hard work!
- Bring your family, a prospect or a friend and show them what a great company you are a part of!
- Make it an opportunity to thank your family for the hard work & sacrifices that everyone has made!
- Call a prospect while in Mexico and tell them where you are = peak their curiosity = would they like to be at the ASAP trip next year!?
- Arbonne's ASAP trips are top notch. This is a VACATION!! There are no meetings to attend other than meeting at the pool with friends!
- Put this on your Arbonne resume to tell others and show them that anything is possible with Arbonne!
- Network & meet other Consultants from around the world to get ideas, share and exchange contact information!
- Prospect the other vacationers who are at the resort. Let them know you are there on Arbonne's budget! This is also a way to broaden your sponsoring horizons and develop a global consultant base on your team!

3500 points divided by 8 months (December 2007-July 2008) = 438/month

2500 points divided by 8 months (December 2007-July 2008) = 313/month

1800 points divided by 8 months (December 2007-July 2008) = 225/month

Example of a Solid Monthly Point Earning Plan

Accumulate 3500+ RV =175 points

- ✓ this is your PRV and the PRV of anyone newly sponsored that month

Sponsor 5+ 150RV+ consultants= 200 points

- ✓ these are all the consultants who sign up for the discount that month whether to purchase product at wholesale or build a business who have at least 150+PRV

Promote out 1 District Manager= 50 points

Total Monthly points= 425

Talk to your sponsor with any questions you may have and set up a plan of action to get you there!

Is it too late in the year to earn the 2008 trip? Good news! Arbonne always launches next year's trip in December. Go ahead and get in the habit of earning ASAP points every month. ASAP points can also be redeemed for conference fees & gift cards.

CANCÚN, MEXICO

DOUBLE POINTS WILL BE OFFERED FOR CONSULTANTS IN DECEMBER 2007*

During the month of December, when existing Consultants register for the ASAP Cancún 2008 trip, Arbonne will match the amount of ASAP points they earn. Earn up to 800 free ASAP points, good toward claiming the ASAP Cancún 2008 trip.

DOUBLE POINTS FOR NEW CONSULTANTS IN THEIR START MONTH*

When new Consultants register for the ASAP Cancún 2008 trip in their start month, Arbonne will double the amount of ASAP points they earn that month. Earn up to 800 free ASAP points, good toward claiming the ASAP Cancún 2008 trip.

Receive the following points per month based on activity generated in that given month. ASAP points are earned each month when Consultants accumulate a minimum \$450 Personal Retail Volume (PRV). The maximum ASAP points possible each month is 800.

Retail Volume ¹ :	ASAP Points Earned:	Sponsoring:	ASAP Points Earned:
Accumulate \$1,000 RV ¹	25	Sponsor 2 \$150+ RV Consultants	25
Accumulate \$2,000 RV ¹	75	Sponsor 3 \$150+ RV Consultants	50
Accumulate \$3,500 RV ¹	175	Sponsor 4 \$150+ RV Consultants	100
Accumulate \$5,000+ RV ¹	375	Sponsor 5+ \$150+ RV Consultants	200
Promote to DM ² :	ASAP Points Earned:	Promote to AM ² :	ASAP Points Earned:
Promote to District Manager ²	50	Promote to Area Manager ²	100
Promote Out DMs ² :	ASAP Points Earned:	Promote Out AMs ² :	ASAP Points Earned:
Promote Out 1 DM in your Central District ²	50	Promote Out 1 AM in your Central Area ²	100
Promote Out 2 DMs in your Central District ²	100	Promote Out 2 AMs in your Central Area ²	200
Promote Out 3+ DMs in your Central District ²	200	Promote Out 3+ AMs in your Central Area ²	400
Promote to RVP ² :	ASAP Points Earned:	Promote to NVP ² :	ASAP Points Earned:
Promote to Regional Vice President ²	200	Promote to National Vice President ²	400
Promote Out RVPs ² :	ASAP Points Earned:	Promote Out NVPs ² :	ASAP Points Earned:
Promote Out an RVP in your Central Region ²	200	Promote Out an NVP in your Central Nation ²	400

¹ RV points are earned from your personal sales plus your new, personally-sponsored Consultant's sales sponsored in that month.

²One set of promote-out points will be awarded per promoting District, Area, Region or Nation. If multiple promote-outs occur in the same SuccessLine in the same month, the immediate upline promoting Manager receives the points. For example, if a Consultant (Consultant A) promotes to District Manager and has another Consultant below her promote to District Manager the same month, Consultant A will receive the promotion points. Promotion points awarded will be deducted in case of reversal of personal or new Independent Consultant sales, and promote-out points will be reversed in the event of reassignments during the award program qualification period.

TRACK YOUR ASAP POINTS FOR MOON PALACE

	RV Pts.	Sponsoring Pts.	DM Pts.	AM Pts.	RVP Pts.	NVP Pts.	Double Pts.*	Total Pts.
December 07								
January 08								
February 08								
March 08								
April 08								
May 08								
June 08								
July 08								
Total ASAP Points Earned for the ASAP Cancún 2008 trip:								

*The free double ASAP points can only be used toward redeeming the ASAP Cancún 2008 trip. ASAP points for the trip must be claimed by August 22, 2008 to be eligible. The maximum double ASAP points awarded will be 800 points. The free double points not redeemed by August 22, 2008 will be forfeited, are not redeemable for prizes and are not transferable to other Consultants.

Top Ten Must Read Books

- 1) *Secrets of the Millionaire Mind* – T. Harv Eker
- 2) *Dare To Dream Work to Win* – Dr. Tom Barrett
- 3) *Your First Year in Network Marketing* – Mark Yarnell
- 4) *Future Choice / The Fifth Principle*– Michael Clouse (order on www.nexera.com)
- 5) *The Gift* – Dr. Shad Helmstetter
- 6) *25 Ways to Win with People* – John Maxwell
- 7) *Developing the Leader Within You* – John Maxwell
- 8) *360 Degree Leader* – John Maxwell
- 9) *The Success Principles* – Jack Canfield
- 10) *The Twelve Pillars* & any other books by Chris Widener

Top Websites

www.mydswa.org

www.arbonne.com

www.gofigure8.com

www.homebusiness.myarbonne.com - ENVP Deanna Herrin

www.naturalskin.myarbonne.com - ENVP Cecilia Stoll

www.askthea.com - ENVP Thea O'Donaghue (check out her opportunity info.)

For printable documents from the “Keys to Success” go to these websites:

www.carol.myarbonne.com – ENVP Carol Egleston

www.barkley.myarbonne.com – ENVP Meloni Barkley

My Upline's MyArbonne Website: _____

“A library is a hospital for the mind. –Anonymous

“Books are the legacies that a great genius leaves to mankind, which are delivered down from generation to generation as presents to the posterity of those who are yet unborn.”

–Joseph Addison

The journey should be as much fun as the destination.

“Great & miraculous things happen when people come together with an intention to create hope & opportunity.”

“Inside every seed is the potential for an incredible harvest.” – Farrah Gray

Dream your dreams with open eyes and make them come true.

It's not the years in your life the count,
It's the life in your years.

“Take the first step in faith. You don't have to see the whole staircase.
Just take the first step.” – Martin Luther King Jr.

Live with intention
Walk to the edge
Listen hard
Practice wellness
Laugh
Play with abandon
Choose with no regret
Continue to learn
Appreciate your friends
Do what you love
Live as if this is all there is

“Life is like a combination lock: your job is to find the right numbers, in the right order, so you can have anything you want.” – Brian Tracy

“You must take personal responsibility. You cannot change the circumstances, the seasons, or the wind, but you can change yourself.” – Jim Rohn

“There is a difference between interest and commitment.
When you're interested in something, you do it only when it's convenient.
When you are committed to something, you accept no excuses, only results.”
– Ken Blanchard