

CUSTOMER PROFILE

Customer Name _____

Order Date _____ Phone/text _____

Address _____

Email _____

Items Purchased:

- Juice Plus+® Trio (Capsules / Chewables)
- Juice Plus+® Omega Blend
- Complete Shakes (Chocolate / Vanilla / Variety)
- Complete Bars (Cherry / Chocolate / Variety)
- Tower Garden
- Shred10® Package (Juice Plus+® Trio + 2 shakes/day)
- Is this also a Family Health Study order? (Yes / No)
Child's Name _____ DOB _____

PRE JUICE PLUS+ SURVEY

Why did you order Juice Plus+® for your family? _____

What are the top three areas you would like to see improve most in your health?

1. _____
2. _____
3. _____

Where can you plan on putting your Juice Plus+® so you remember it every day? _____

May I contact you to see how you're doing? (Yes /No)

Which is best? phone e-mail text other

JUICE PLUS+ EXPERIENCE SURVEY

After the Shred10® and every four months thereafter, ask customers about their experience such as:

- Eating more fruits & vegetables
- Drinking more water
- Better recovery from workouts
- Improvement in sleep
- Increased energy level
- Increased stamina or quality of exercise
- Weight loss (if you felt you needed to lose weight)
- Improvement in regularity
- Decrease in junk food cravings
- Increased mental clarity
- Healthier teeth & gums (less bleeding or sensitivity)
- Healthier hair (thicker, faster growing, shinier)
- Healthier nails (faster growing, stronger)
- Improvement in complexion
- Improvement in general sense of well-being

Who have you told about Juice Plus+®? _____

INSTRUCTIONS

Print out one Customer Profile form per customer and keep in a binder. Use this sheet when a customer orders and during follow-up conversations. Record customer's responses and refer back to them as you continue customer care.

- May I friend request you on Facebook?
- May I add you to our private Facebook group and welcome you?
- What is your favorite way to learn? (read/watch video/listen/attend live events)
- Would you like to be included on our list to be invited to live and online events?

VERY IMPORTANT

To ensure that you don't lose any text typed into this document, please do the following FIRST.

1. Download the file to your computer
2. Save the .pdf on your desktop with a unique name
3. Enter text into the copy of the file that you downloaded
4. Save your file frequently

Steps to Excellent Customer Care/Signing up

1. Place customer order.
2. Add reminders to your calendar (you will also be e-mailed): Day 10, Day 30, Day 60, Day 90, etc.
3. Complete Customer Profile (see next page) with them.
4. With their permission, add your customer to any appropriate Facebook groups your team has in place.
5. Tag your customer on posts in the Customer Facebook Group and welcome them!

First Week:

Thank them for their order and for choosing a health journey with Juice Plus+. Send a Juice Plus+ video or image to reinforce their decision.

Day 10 - Check in:

Did they receive their product?

When and how do they take their JP+? (Give suggestions - put by their toothbrush, take before morning coffee etc.)

Make sure they know how many Juice Plus+ capsules or chewables to take:

- Adult (13+) capsules = 2 of each color every day (more if desired)
- Adult (13+) chewables = 4 of each color chewable every day (more if desired)
- Child capsules = 1 of each color every day (more if desired)
- Child chewables = 2 of each color every day (more if desired)

Do they have any questions?

Have they received the emails from Juice Plus+?

Day 30 - Congratulate them for being consistent. If they're not being consistent ask them to let you know. Take your customer back to WHY they got started. Send a message, text, call or selfie video.

Send another Juice Plus+ video to reinforce their decision to take Juice Plus+

Share a product story.

Invite to an event.

Day 60 - Congratulate them for consistency with taking Juice Plus+

Have they noticed any changes? (point out examples; better sleep, nails, bowels, mood, energy level)

If they haven't noticed changes yet, keep educating them with videos, research and events so they know what Juice Plus+ is doing inside their body even if they don't feel anything.

Customize your check-in so the customer knows you listen and care about them. Build off their WHY for originally ordering and expand it with each customer check in.

Day 90 - Thank them and congratulate them for consistency with taking Juice Plus+!

Ask them the questions from Customer Profile to see if they have had any results.

Have they shared their experiences with others or thought about it?

Do they know others who would benefit from hearing about Juice Plus+?

Would they be interested in hosting an event or introducing you to anyone who could benefit from Juice Plus+?

If it seems appropriate, invite them to take a look at our business and joining the mission of the company.

Ongoing - LONG TERM CARE IS IMPORTANT

Continue to be in touch with your customer and bring value to them on an ongoing basis.

Be sure to check with them before any products ship to make sure they are ready for them and adjust the shipment date as necessary. Consider using the verbiage:

"I wanted to let you know that your next shipment of Juice Plus+ is scheduled to ship out on _____. We can adjust that date if necessary, but I wanted to check in with you to see if you have considered trying the _____ (Complete shakes, Omegas, Tower Garden, Complete Bars, etc.)? I think you may really enjoy them because _____ and if you wanted to give it a try we could add it to your next shipment."