

Customer Service / Internet

Objective: Get Consultants on Internet, build new customers

1. Must be active to get on the web.
2. Explain the value of inventory. Clients on the web want their product ASAP.
3. Explain delivery options; mail or delivering the product yourself. Cover adding shipping and handling i.e. mail cost.
4. For those who don't have computers, cover options on where to go to get one. How not to get sold on something they don't need. Also, there are contracts where they can sign up with a user like AOL and get a free computer if they sign a lease for a few years. They don't need extras like high-speed laser printers, etc. However you will need to purchase a printer of some sort but the fee should be minimal (\$99 - \$200). There is no need for a large hard drive or bells and whistles. Remember this is for your business and you want to get what you need without over extending yourself while starting out.
5. Use facial-on-the-go's every day and promote hits on your website.
6. Every person you meet: ask for an e-mail address so you can add him or her to your client list.
7. Twice a month, on the 1st and the 15th, send out a brief message to clients asking what they are low on and promote new products.
8. In e-mails to clients, offer promotions and sales for first time clients or referrals.
9. Client objective should be at least 100. Explain benefits of:
10 clients on Miracle Set = \$6,000 / year
50 clients on Miracle Set = \$30,000 / year
100 clients on Miracle Set = \$60,000 / year
10. Explain Internet search engines to register on.
11. Director – feel free to add what promotions and ideas that are working for you.