

FITTEAM

HOW TO FOLLOW UP AND FOLLOW THROUGH

With Prospects

As a general rule, you should follow up with your prospects every one to two weeks following a presentation. You may vary the frequency of your follow ups based on the outcome of your interactions with your prospects. Remember, even a "no" means "no now" not "no never".

Prospect Follow-up Examples:

Hi (prospect's first name)! How are you? (Spend a couple minutes building rapport) What further questions do you have about FITTEAM?

Hi (prospect's first name)! How are you? (Spend a couple minutes building rapport) Do you feel you have enough information to get started? (If yes) Begin enrollment process (If no) What questions do you have?

Hi (prospect's first name)! How are you? (Spend a couple minutes building rapport) Have you found a solution for your health and wellness goals?

With Customers

As a general rule, you should follow up with your new customers 7-days after their enrollment and you should continue to follow up with them every 14-days for their first 90-days.

Following their first 90-days, you may decide to continue to follow up monthly or more frequently.

Customer Follow-up Examples:

Hi (customer's first name)! How are you? (Spend a couple minutes building rapport) Have you received your order yet?

Hi (customer's first name)! How are you? (Spend a couple minutes building rapport) Have you started using your products? (If yes) How are you feeling? (If no) How can we help get you started?

Hi (customer's first name)! How are you? (Spend a couple minutes building rapport) Have I ever shared with you how you can get your products for free?

With Brand Partners

You need to schedule a time within the first 24-48 hours of a new Brand Partner enrolling to go over the 10 Steps to Getting Started and help them fill out their Success Cycle. Ongoing, you should be in constant communication with Brand Partners in your organization. Take an interest in not just their business but their life. Remember, it's all about building relationships. The more you reach out, the more they'll know you care.