

Orientation Call

This Orientation Call script is intended to guide you through what to cover with a new associate. Ideally this is completed before their box arrives, but at least do it within the first few days of opening the account. The time and date for this call was established while collecting the personal information for opening the account.

Pre Call Tips:

1. Read through the notes and go through all steps on your own before doing an orientation call with someone. Practice it with someone.
2. Be familiar with all the links you are suggesting they look at, so watch the 8 minute video in step 1 of the welcome email; watch the 'You plus Two' video in step 6. Check out the links that we are referring Associates to.
3. Put things into your own words! The script is just an example. Make it your own and add things in if you need to, but don't give too much too soon. It can be overwhelming.
4. Keep track of your time. This should be a 20 minute call.
5. Please let your upline know how the calls go and if you feel we have missed any important information that is needed on that first call.
6. You can set up 3 way calls for the orientation call too! Works great!!

"Thanks for taking the time today, are you still good for 15-20 minutes and are in front of your computer, right now? Did you receive the Welcome email? Please open it up and that's where we will start. Did you have a chance to look through it? We will just run through it quickly."

1. **Product Training Videos:** Ensure that they've watched the Product Training video for the pak they are starting with and if they haven't, recommend they do so after the call.
2. **Measurements & Pictures:** Make sure they have taken Before pictures and measurements and explain that sometimes the scale doesn't change, but the measurements do, so this is a more accurate way of measuring success.
3. **Isaproduct.com and Isagenixhealth.net:** Make sure they know that these websites can be used to learn more about the products and systems.
4. **Facebook:** Ensure they've joined the different Isagenix, team and support Facebook groups. Facebook is a great place to go to for support, ask questions and to share your challenges and successes. If not already connected, have them add you to their Facebook so you can add them to one of the groups for extra support and they can follow the lifestyle that you are 'branding' on Facebook.

Support calls: Monday Health calls and Wednesday Freedom calls are 7 pm MST.

Team Support: Ensure they have signed up to receive our monthly newsletter and they are familiar with our team website, www.team-create.com.

5. **Isabody Challenge:** Everyone on our team takes part in it. It is exceptional for accountability, focus, support and a chance to win \$25,000 and an all-expense paid cruise! Also, just by completing the Isabody Challenge you will receive \$200 of free product! Let them know it's done in private in their back office. It's not published on the internet, unless they get chosen as a finalist. Also, that it helps them be held accountable and responsible for reaching those goals and making the changes in their life.
6. **You + 2:** This is a short one minute video that sums up how easy it is to get your products paid for. You can start out with earning \$150-\$870, and it just grows from there.

"In a separate email, you received your account log-in information. We will need to refer to that in order to log in to your Back Office.

- 1. Click on the link to your website (www.associatename.isagenix.com).*
- 2. On the right side, click on your **Country**. Note: iPad users click on 'activity details'. This is your webpage or 'Front Office' as Isagenix calls it. If you send someone your website link, this is the information that they would see. If you send someone who is interested in learning more, this is the information they would see.*
- 3. Scroll over the green bar and see how much information is available. You can send these links to people or learn for yourself. We will take a look at these in more detail in a bit.*
- 4. Now click on the **Associate Login** (to the right of where you selected your country). This is the login page where you will put in your username and password. It gets you into your account or 'Back Office' as Isagenix calls it." Enter your username and password from the email I sent and let's log in to your back office.*

*Our co-founder Kathy Coover is going to walk out and start talking. You can click on the **X** in the top right corner to shut her off right now, or just turn down the volume, but do have a listen to her later. This is your home page where you can check informative IsaMail and so much more. I am just going to show you a few things to get you started. Let's start with Managing your Autoship.*

- 5. Click on the orange **Manage Autoship** button. We enroll everyone on Autoship because of the instant savings. But don't worry, you are not obligated to anything and can change it or cancel it at any time. It is your own online grocery store, so you choose what you need. Just to let you know as long as you keep 100 points (or BV as the company calls them) on your account each month, the points will add up and accumulate, and that's how you earn money. Don't worry about that right now, I can explain that later.*
 - Show them their Autoship and how to edit it. Click **Edit My Autoship**.*
 - Have them look at their **Next Autoship Date** and put it in a calendar a few days before. Tell them you (or their enrolling sponsor, if on a 3 way call) will be in touch with them to help. This is where they can change their Autoship date, if necessary.*
 - Show them where the BV total is on their order. Let them know if they go below 100 BV, they lose all their points. If they might be interested in getting money back now or in the future, this is important to know and if they are not interested, tell them 100 BV doesn't matter.*
 - Make sure they know how to do their own order and that if they push the date out further than 5 days they will lose their points as that will cause their account to go Inactive.*
 - Briefly give an example of 100BV of maintenance products. Ex: 2 shakes & ageless essentials. Mention that it is a tax write off they get to eat!*
 - Depending on their goals, let them know they could do another 30 Day.*
- 6. Click on **Home** at the top to go back to the main page.*

Let's take a look at the Help/Tutorials on the right side of the screen in the green bar. To the left you will see that there are videos to show you How to Enroll a New Member, How to Place an Order, Managing Your Website & Managing Your Autoship. IsaFYI is a great link for information!

- Let them know you are also available if they need help.*

*Let's take a look at your **Resources** now.*

- 7. Click on **Resources** in the green bar and select **Manage My Website** from the drop-down menu. This is a \$30 million dollar website that you can customize as part of your annual \$29 membership. Scroll down so that you can see that you can choose lots of options, like what videos or products you want on the front of your website, add your own photo and do a personal bio if you choose.*
- 8. Go back to **Resources** at the top and notice that you can select **Watch Isagenix Videos** from here too. These are the videos that are on the Isagenix YouTube. When you have a moment, I highly recommend that you take a look at the videos so that if anyone inquires as to what you're doing, you'll be able to send them a link to the video you think speaks to the solution they are seeking. The videos are also a great way to learn about the company, product and rewards program (or compensation plan/pay-out plan). Let's **Sign Out** of the Back Office."*

Conclude Call:

Ask where they are at right now (this is not intended to pressure them into a decision, but just to let you know how best to support them):

1. interested in using the products; or
2. interested in learning how the rewards program works and how to get your products discounted/paid for; or
3. interested in creating an extra income like I am?

Just products – “Great! Once you put these products in your body not only will you notice a difference but others will start to ask what it is you are doing. That’s pretty much how it all starts. I can take them as referrals or at that time I can show you how to earn some money for just sharing.”

Earn their products for free- “That’s great. All you need to get started is to share what you are doing with two people who are interested in better health and have them get started. You could earn anywhere from \$150-\$820 in your first 30 days. Sound good?” Book another session right away and have them find two people. Use 3 way calls or schedule a meeting with someone from your upline.

Extra income – “That is awesome! This business is so much fun and the great thing is that you get paid to help others get healthy and reach their goals. Let’s book a time that we can get together and I can show you how to get started. Take a look at www.team-create.com especially the Freedom section. Review each of the systems that have been defined to help simplify what needs to be done to get someone started successfully and for you to reach all of your business goals.”

Wrap up call:

- Ask them if that helped and if they have any questions.
- Find out how they would like to be contacted through the 30 day and for the Autoship follow up. Ex. Text, email, phone etc. (check in weekly with them)
- Remind them of marking the Autoship date on their calendar a few days before
- Be sure to have booked any follow up appointments.
- Remind them to friend you on Facebook
- Thank them for taking the time and let them know how excited you are for them to get started and to support them on their new goals of living a healthy life (or whatever goals they shared with you).
- Check how long the call was. Try to keep it at 20 minutes.

After the Call:

- Add them on Facebook and welcome them to the group.
- Send them anything you said you were going to send them.
- Mark down their Autoship date.
- Line up a 3 way call or meeting with upline if needed.
- Check in weekly or more, with them.
- If they find two people, get them on a call ASAP.
- Invite them to any Launch parties, events etc.
- Do a little dance, because YOU ROCK!