

ASKING FOR REFERRALS

When you have a “satisfied customer”, ask them for a referral so you can help them also.

“_____ you’ve been on the GNLD products for _____ now. How satisfied with the results are you?”

“I don’t know if this is for you _____, but would you be interested in helping friends or family with health challenges the way that you’ve been helped?”

“Great! _____, what 3 people have told you they have a health issue they are struggling to solve?”

Get all the names before asking about what the health issue is.

“OK _____, could you please give me what their health issue is?”

Your customer may or may not want to make the calls with you, but you need to ask.

“I know that these are your friends so I need to ask: Would you like to contact them with me or would you rather I call them myself?”

The answer to this question will come one of three ways:

1. They want to make the call with you.
2. They want you to make the call by yourself.
3. They want to make the call by themselves.

If they want to make the call with you, set up some appointment times with your customer.

If they want you to do the calling, ask if you can use their name as the referral: “May I ask you this? Could I use your name as the concerned person who thought they may want to know about this?”

If they want to make the calls themselves, set up an appointment to find out the results of their calls.

CALLING THE REFERRAL

Call with Customer:

When making the call with your customer, coach them on the outline for the call so they know what they are supposed to say and do:

1. Greeting:

Hi _____, (Pleasantries.)

2. Question:

_____ you recently told me you were having some health challenges and I've recently found something that may help you. Would you be interested in it?

3. Introduction:

I have a friend on the line with me that can give you some information that you can learn about. May I introduce you to _____.

Hi _____, (Pleasantries.) _____ thinks that I may be able to help you the same way I've helped him/her with her health issues.

4. Qualify:

You just told _____ that you'd be interested in hearing about this new technology that may help you. May I ask you some questions so that I have the whole picture?

Would you mind telling me about your problem and what you've tried to solve it?

What impact is that having on you? Your family?

How important is it to you to find a solution?

5. BQQ

I don't know if this is for you, but if it could help you, would you be willing to invest an hour of your time to take a look at this new technology? (Yes, on to appointment)

If the question is asked, "What is it?" Use this 30 second commercial:

It normally takes an hour to show you the whole thing, but in a nutshell...

These products are from a nutraceutical research and development company named Mannatech. It's products are on the cutting edge of a new technology that provides some answers for the health problems that people have not been able to find from their doctors. This technology is such a big breakthrough that the Massachusetts Institute of Technology hails it as one of the 10 technologies that will change the world. What really makes us different is that we're the only ones that have been able to apply this technology to improve the health of everyone no matter what their state of health.

6. Appointment

May I make a suggestion? (Yes) Let's set up a time to get together for about _____minutes and I'll show you what I've found. If you like what you see, we'll talk about the next step then. If it's not for you, no problem, there will be no hard feelings. OK?

Call Without Customer:

When making a call without your customer, it is necessary to quickly use your customers name before going on.

1. Greeting

Hello, _____ (customers name) asked me to call you.
My name is _____.

I'm sorry to bother you but _____ (customers name) told me that you were having some health challenges. Because I was able to help _____ (customers name) with his/her health challenge, he/she thought that I may be able to help you.

2. Question

If the new technology that _____(customers name) is using could help you with your health challenge, would you want to know about it?

3. Qualify

May I ask you some questions so that I have the whole picture?

Would you mind telling me about your problem and what you've tried to solve it?

What impact is that having on you? Your family?

How important is it to you to find a solution?

4. BQQ

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Step 6: Appointment

May I make a suggestion? (Yes) Let's set up a time to get together for about _____minutes and I'll show you what I've found. If you like what you see, we'll talk about the next step then. If it's not for you, no problem, there will be no hard feelings. OK?