



## 30 Days to Healthy Living CLIENT SUPPORT GUIDE

Conducting an effective healthy living program is more than just selling some nutrition products. To set up your Client for success, you need a structured plan for support, follow-up, motivation, and guidance. This guide is designed to give you a proven system to help navigate your Clients through the 30 Days to Healthy Living program, establishing a relationship that can be nurtured and grown.

**This starts with a commitment from you.**

### Consultant Commitment

- I have personally completed or am currently doing the 30 Days to Healthy Living program.
- I will only add Clients to the 30 Days to Healthy Living program who are “all in” and have purchased the Arbonne Essentials® ASVP.
- I will consistently coach my Clients according to the steps listed below and will document everything on the 30 Days to Healthy Living Client Tracker.
- I will participate in the 30 Days to Healthy Living Facebook group, helping answer questions and offering encouragement.

### Follow the steps below.

Be sure to document everything for each Client on the 30 Days to Healthy Living Client Tracker (located on The Source).

**STEP**

**ACTION**

**1**

#### PREPPING

- Place your Client’s order for their Arbonne Essentials ASVP.
- Give the Client the 30 Days to Healthy Living Cheat Sheet (on The Source).
- Let the Client know they earned Preferred Rewards as a result of their ASVP purchase.
- Record the order in your preferred record keeping system.
- Add the Client to your Client Tracker (on The Source).
- Ask for a referral: “Who else might want to do this with you? It’s so much more fun to do together and it helps with accountability too. Post on Facebook what you’re doing – you might be surprised who wants to join you.”

## STEP

## ACTION

### 2

#### MONDAY BEFORE START

- Add the Client to your 30 Days to Healthy Living Facebook group.
- Explain the Healthy Living Facebook page to the Client and invite them to join.
- Email the Client the 30 Days to Healthy Living Welcome Letter (on The Source).

### 3

#### FRIDAY BEFORE START

- Connect with the Client to ensure they have visited the 30 Days to Healthy Living Facebook group to explore the recipes and read all the posts.

### 4

#### WEEKEND BEFORE START

- Call the Client Saturday or Sunday before they start to make sure they have their Arbonne products, menu plans, and groceries.
- Go over a typical day in detail.
- Talk with the Client about their goals and the results they hope to see at the end of the 30 days.
- Answer any questions they might have.
- **Share this TIP:** “Post on Facebook that you are starting a ‘clean eating and healthy living program’ on Monday. It’s really fun for people to root you on, and it really helps keep you accountable. You may be surprised at who wants to join you in this. You can even tag me and I’ll root you on too!”

### 5

#### WEEK 1, DAY 1

- At the end of day 1, connect with the Client after dinner to review what they ate and drank throughout the day in detail.
- Ask them specific questions:
  - Did you get enough sleep to feel rested?
  - Did you have your Digestion Plus in the morning?
  - When did you have your first shake?
  - How did you make the shake?
  - When did you eat again after the first shake?
  - What did you have for a snack?
  - How much water did you drink?
  - Did you get active, meditate or spend time outside?
- Make any adjustments needed with the Client to make sure they start their program right and feel great about it.
  - **For example:** “Let me know which shakes and meals you are loving the most this week. You can even post pictures of your fun recipes or shakes on Facebook. Tag me so I can see too.”

### 6

#### WEEK 1, DAY 3

- Check in with the Client to ask how their program is going and how they are feeling.
- Help them make any adjustments needed to their daily plan.

### 7

#### WEEK 1, DAY 5

- Check in with the Client to make sure that they are equipped and ready for the weekend.

## 8

## START OF WEEK 2

- Ask the Client to write a short testimonial that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends.
  - **For example:** “Wow, you are having great results. You should post your testimonial on Facebook and tag me – you could really help others get encouraged to get healthier and do it too!”

**NOTE:** If they have already begun referring Clients, begin talking with them about becoming a business partner or invite them to a Discover Arbonne presentation.

- **For example:** “Since you are already referring people, we should chat about upgrading you to a Consultant. This way, you can get paid and start building your own team with your referrals. Have you ever thought about doing something like this?”

## 9

## WEEK 2, DAY 13

- Call to discuss the Body Cleanse. Refer to the Body Cleanse Meet the Product sheet on The Source (if applicable).

## 10

## START OF WEEK 3

- Connect with the Client to see how their weekend went and if they’d want to get together for a walk or cup of Herbal Detox Tea.
- Ask the Client to write a short testimonial that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends.

**NOTE:** If they have already begun referring Clients, begin talking with them about becoming a business partner or invite them to a Discover Arbonne presentation.

## 11

## WEEK 3, DAY 16

- Text to check in and see how they’re feeling.

## 12

## START OF WEEK 4

- Connect with the Client to see how their weekend went and to talk about whether they have achieved their program goals.
  - If they have NOT achieved their goals, encourage them to order another Arbonne Essentials ASVP and continue on in the next group.

**For example:** “That’s still great progress! What most people do if they haven’t completely reached their goals is continue for another month. Can I get you another set of the products and add you to the next group?”

- If they HAVE reached their goals, let them know you will add them to the Maintenance Group at the end of the program and talk about placing an order for the products they will need to continue with their new healthy habits and lifestyle.

**For example:** “You’ve done so great! What most people do at this point is continue using all the products, except the Body Cleanse, on a regular basis. You just might shift to using one of each item a day instead of two, although I still drink two Energy Fizz Sticks a day.”

- Ask the Client to write a short testimonial that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends.

## STEP

## ACTION

**NOTE:** If they have already begun referring Clients, begin talking with them about becoming a business partner or invite them to a Discover Arbonne presentation.

- Give the Client their arbonne.com username and password for their records, even if you are placing their next order for them.
- Make sure the Client knows how to get the best deal by placing at least a \$150 order each time. This is also a great time to let them know about Arbonne Autoship.

# 13

### WEEK 4

- Give the Client a skincare sample as a gift.

# 14

### POST WEEK

- Ask the Client to write a testimonial on their transformation that they can post on Facebook and tag you. Encourage the Client to share what they are doing with their friends.

**NOTE:** If they have already begun referring Clients, begin talking with them about becoming a business partner, a healthy living coach or invite them to a Discover Arbonne presentation.

- Invite the Client to join the Maintenance Group on Facebook if they are continuing on.

