





Welcome to Our Team!

Contents

- Getting Started 3
 - First goal: 20 Customers & 2 business partners 4
 - Your Contact List..... 5
 - Setting Appointments..... 6
 - Example Approaches (*more in Appendix*)..... 6
 - Handling Questions/Objections/Resistance 7
- The Overview 8
- Schedule Activity..... 8
 - Team Calendars 9
 - Using the webcast as an introduction to potential customers:..... 9
 - In Home Overviews..... 10
 - Accountability Sheet** 12
- Completing Enrollments 13
- Developing High Customer Retention 15
- Wrapping it up 16
 - Your first 48 Hours..... 17
- Appendix..... 18
 - Sample Scripts 18
 - Serious Part Time Road Map (20hrs/week)..... 23
 - Full Time Road Map (40+ Hrs/week) 24
 - Welcome to Melaleuca..... 25
 - Six Month Customer Follow Up..... 27



Getting Started

Congratulations!

We are excited to have you as part of our team and we look forward to helping you achieve your personal goals.

One of the best ways to get started is to start with the end in mind. Where are you going and **WHY** do you want to get there? With clarity of “Why” you are building your Melaleuca business it is easy to share and refer customers.

To help you get your mind focused, we recommend you check out a great video with the Founder of Melaleuca and several marketing executives.

Watching this video is important as it qualifies you for pacesetter bonuses.

<https://www.melaleuca.com/businesscenter/pacesetter/video>

Why do you want to build a Melaleuca Business?



First goal: 20 Customers & 2 business partners

This income can be earned in your first month, or spread out over your first 3 months, depending on your availability to schedule activity.

Personally Enrolled Customers (Cumulative)	20
Personally Developed Directors (Cumulative)	2
Personal Director II's (Cumulative)	1
Approximate Total Customers (Cumulative)	40
Approximate Product Pt Average Per Customer	70
Approximate Total Monthly Org. Volume PPTs	2800
Product Introduction commission (50% of product pts)	
- 50 pp Average Order (8 @ \$25 each)	\$200
- 35 pp Minimum Order (4 @ \$17.50 each)	\$70
- 100 pp Value Pack (6 @ \$50 each)	\$300
- 150 pp Home Conversion Pack (2 @ \$75 each)	\$150
20/20 Club Bonus	\$500
Pace Setter Advancement (D, D2 & D3)	\$1,600
Mentoring Bonus	\$800
US Dollars Earned	\$3,620

How quickly would you like to earn this income?



Your Contact List

Build a contact list of 200 names and then work with your enroller or support team to develop personalized approaches

- Lifeblood & foundation of your business
- Your only “inventory” in Melaleuca – and your goal is to keep it filled with more names than you can handle – to do that you need to add to it daily.
- Begin with your warm market - List everyone! (average person knows 200 people)
- Who do you know who goes grocery shopping???
- Wedding, holiday card list, church, yearbooks, college alumni, clubs, committees, PTA, co-workers, kids friends parents, business-owners, entrepreneurs, networking events
- Don't forget family: parents, siblings, cousins and their friends
- People you already do business with: dentist, doctor, accountant, banker, etc.
- People who rely on referrals: Attorneys, real estate professionals, insurance agents, hairdresser
- NEVER PREJUDGE, REMOVE ALL FILTERS – Let them see Melaleuca the way you did and then they can determine the value for themselves
- REMEMBER: Most people have time or money – very few people have both
- ASK FOR REFERRALS: People do business WITH and refer business TO people they KNOW, LIKE & TRUST
- ASK “Who do you know that I can help or that would see value in Melaleuca or that I can share with?” questions – be specific who you are looking for

Setting Appointments

TYPES OF APPOINTMENTS

- In Home Overviews – groups of people you would typically pull together and host in your home or a private location
- One on One – meeting individually (typically with your enroller/support team to start)
- Webcast – online overview hosted by a Leader on our Team

APPROACH FOR APPOINTMENT ONLY

- Your ONLY goal is to set the appointment!
- Bite your tongue! The 10 minute (mini) presentation is the kiss-of-death
- ‘NO’ often means ‘Not right now’ or ‘Ask me again’ later
- You are in a sorting process, weeding out people who don’t “get it” or who are not leaders. You are looking for leadership
- Be enthusiastic “It’s not the words you say but the music you play”
- Do NOT give information about Melaleuca in the approach for an appointment, i.e. you need to shop once a month. Details of our membership will be share during the overview. Set the appointment ONLY!

Example Approaches *(more in Appendix)*

CUSTOMER APPROACH

- Hi Kate, I’m so glad we connected! I have been watching you and your adorable family on Facebook and you seem to be on the go non-stop. I just wanted to tell you about the online grocery store I shop with, it saves me time and money and the best part is they give new customers \$100 in FREE groceries just to try it out! Don’t worry, I do not personally sell anything, I simply wanted to show you how it works since I know you are a busy mom and I thought it would really be helpful.
- Hi Jane, I know last week you mentioned how bad your daughter’s eczema is, I’m not sure if I have a solution for you, but I am a manufacturers rep and we have some great eczema success stories. Would you be open to learning more about some of the products I rep for? I do not personally sell products, I work on the marketing and advertising side.

BUSINESS APPROACH

- Hi Cathy,
The other day you mentioned how much you hated your job. I’m not sure if I have a solution for you but I have been thinking about you ever since and I would really love to show you the company I work with, it might not be a fit, but I truly feel it’s worth considering.

BUSINESS APPROACH (Continued)

- Hi Tom,
You mentioned your company is headed into some major lay-offs in the next 90 days and my company is growing faster than ever and we are looking for some experienced professionals. Could I show you what I am looking for as you may know of someone that I could work with?
- Hi Denise,
Last week you mentioned after being a stay at home for the last 10 years you are starting to look for some job options. I'm not sure if my company would be a fit but we are looking for people interested in working part time. Could you meet my business partner and I for coffee or lunch this week?

Handling Questions/Objections/Resistance

UNDERSTANDING THE RESISTANCE

As part of your normal growth in your business, you will come across people who will push back, resist or ask questions that you may not feel prepared to answer. This is NORMAL! Just like any new job or project, you will have a learning curve. Most likely those who will ask you the hardest questions will be those you are closest to, don't let this discourage you. They are asking to help you. The more they ask, the more they question, the more you will learn. Join forces with your support team to get all the answers you need.

SUGGESTED RESPONSES

When setting an appointment, it is normal for questions to arise. However, if you are getting a lot of resistance STOP making calls and call your support person so they can help you refine your approach (its often not what you are saying but how you are saying it). Here are some of the most common questions with suggested responses:

"What type of business?"

- I market and advertise for an online grocery store.
- I am educating consumers how to save time and money by shopping online.
- I educate consumer on safer and healthier shopping options.

"Why don't you just tell me now?"

- I'd rather you see it the way I did and since I'm so new I would rather have my business partner with me so we can answer all your questions.
- I knew you would have a lot of questions that is why I want to sit down with you and walk you through the whole thing at one time.

"I don't want to buy things?"

- I'm not asking you to do anything (or buy anything) --I just want you to take a look so I can get your input.

"I'm not really interested"

- Oh, I didn't expect you to be interested at this time, I haven't had the chance to show it to you yet.

The Overview

DO NOT, DO NOT, DO NOT open a shopping account without showing them the overview!

A complete overview is essential for ensuring lifelong customer retention and future growth of your business. Do not short change your customer or yourself by skipping the full overview.

Tips to a successful overview:

1. Leverage your support team and the tools available.
2. Your attitude and confidence speaks more than any detailed information.
3. Have fun!

Schedule activity

1. Write out your “Why” in the next 24 hours
2. Take the next 24 – 72 hours to put together your Contact List
3. Set up 2 in homes in next week with your mentor and inquire of their availability for 2/1s
4. Print out online Presentation and Training Calendar
5. Commit to exposing at least 40 to the Overview in the next 2 weeks (this should ensure you have enrolled your first 20 customers and found 2 business partners)

The only way to start your business, is just to START!



Team Calendars

To view the latest calendars, go to:

Member Login:

www.sixfigureprofession.com

Password:

sunshine

Using the webcast as an introduction to potential customers:

1. Call your potential customer (use your preferred approach) and set the appointment.
 - a. i.e. If you set an appointment for 5:30 pm Monday night – tell your potential customer I will call you at 5:20 pm on Monday, just be in front of your computer with internet access.
2. Do not send your customers the log on instructions and expect them to figure it out. It is YOUR job to help them log on. Show them your respect and value their time and log on with them
3. After you are both logged on – Use the text box to lower left of the webcast screen and thank your guest for logging and introduce them to the presenter.
4. Preschedule a time to follow up with your guest after the presentation, either immediately following or as soon as possible. Be sure they know you will follow up to answer any questions.
5. After you have enrolled your guest be sure to check the presentation calendar and list the presenter who spoke on the webcast and update your enrollment with the appropriate Presenter ID. If using paperwork to complete the enrollment, please list the presenter ID on the paperwork.

In Home Overviews



Over Invite

- Double or triple the number of people you want to show on your invite list. Even though this is important to you, this isn't the top priority for others.



Pick two dates

- When inviting your guest offer at least two dates. This will give people an opportunity to make it if your first date doesn't work for them. Try to pick different days of the week and times.



Inviting your guests

- Keep it simple, short and in person! Let the presentation do all the talking.
 - If you invite over text or email, they will cancel over text and email ---often last minute.
- Invite as soon as possible. Don't wait to the last minute.



Follow Up

- The day before your in-home call and remind people.
 - "I'm so excited to show you what I'm doing. This is really important to me and I really appreciate that you will be coming. I just wanted to remind you and let you know I want to be able to start on time, so feel free to come a few minutes early and bring a friend."



Preparing for the event

- Have a small display of some of your products out of each line for your guests to see.
- Small snacks are a great idea, try cutting up Attain and Access Bars, serving Simply Fit Multi-Grain Crackers and Cheese, and offering Sustain Sport or SplasH2O for beverages. Not only do they taste good, they show how great our products actually taste!
- Have presentation ready on laptop or ipad with HDMI cable to plug into your TV.



Welcoming Guests

- As guests arrive welcome them and introduce them to your presenter. If there is anything you want the presenter to know about the individual that will help them during the presentation this is a great time to share that information.
 - For example: "Sally, this is my business partner Maria. Maria, Sally and I have been friends for 10 years, she just had a grandson who she is now helping to take care of during the week for her daughter."



Presentation

- Seat everyone around the TV in chairs that will allow them to sit for a 45-minute presentation. Keep it professional and not too casual. Keep lights bright and cheery!
- Thank everyone for taking the time out of his or her busy schedules and share why you have decided to start your own business.
- Introduce the presenter and turn the attention to them.
- If there is a product or section that you would like to share a personal story, feel free to do so. Your guests want to hear your opinion. Keep it short and focused to avoid lengthen the presentation and running over on time.



After the presentation

- At the end of the presentation stand up and thank everyone for coming. Explain how excited you are and that you are excited to help them become a customer too. Have lap top or ipad ready to set up accounts OR catalogs and paperwork. Then with the presenter walk around to answer questions and help guests enroll.



Accountability Sheet

Week _____

Call 20 people.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____

Set 4 appointments

1. _____ Date/Time _____
2. _____ Date/Time _____
3. _____ Date/Time _____
4. _____ Date/Time _____

1 Enrollment/week

1. _____

Do this every week and you will have 52 new customers at the end of the year and be a Senior Director (average income 50K)

Do this every week for two years and you will have 104 personal customers and be an Executive Director (average income 100K).

Completing Enrollments

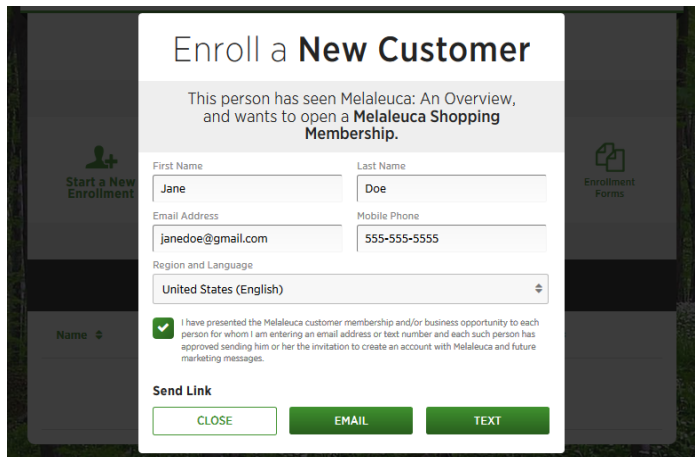
You have several options to enroll new customers.

1. Online Enrollment (*easiest and preferred method*)

- Be sure to have your new customer on the phone with you while you complete this process
- Log into your account
- Click on Business Center > Enrollments > New Enrollment



- Simply enter their first name, last name, phone number and email
- Then select the method of which to send them the link to complete their account



- A text or email will be sent to your new customer. Be on the phone and walk them through the process. The first page of their enrollment will ask them if they want to be a preferred or a direct customer. Make sure they remember the benefits of preferred that they saw in the Overview so that they are sure to check that option. Then they will input name, address, credit card, etc. They will also be asked to select their backup order and they can personalize or select a standard option and personalize later. Once they have set up their online member account, it will ask them if they ever want to refer others. If so, they will enter their SSN and list themselves as the person responsible for 29 product points in their personal production account.
- Once the customer has completed the online enrollment you will be notified via email.



- Log back into your account.
 - Click on Business Center > Enrollments > New Enrollment
 - Scroll to the bottom of the screen. Your new enrollment will be listed with a link to complete Details. Click the Details link.
 - Update the Presenter by entering in the phone number or member ID of the individual who conducted the Overview presentation.
 - Update the Immediate Marketing Executive. Please work with your enroller to determine who this should be.
2. Complete a phone enrollment
 - Call the enrollment line at 1-800-262-0600 and request “Express Verification”
 - The customer will be emailed a link to set up their online account
 3. Paperwork (recommended for in homes/events when you have multiple people to enroll at the same time)
 - Print and complete a [Customer Membership Agreement](#) and an [Independent Marketing Executive Agreement](#) and have them signed by the new customer.
 - Upload using Melaleuca’s Quick Send App or Fax in paperwork.

Developing High Customer Retention

RETENTION is a 1, 2, 3 step process

1. Begins with you – **YOUR** passion for the products
 2. Your **QUALITY** presentation – how you present our products and the Preferred Customer program
 3. **DISCIPLINED** Follow Up system
-

1. YOU

- YOU must become a Product of the Product – you must truly switch stores
 - 1st thing I look at - how many product points are you shopping for each month at the Melaleuca store?
 - If you are shopping for just 35 each month – you are shopping somewhere else and haven't truly replaced your home with Melaleuca's phenomenal products.
-

2. YOUR PRESENTATION

- No "overselling the product"
 - Language: Replace "place your order" with "your monthly shopping" or "grocery shopping"
 - Reinforce concept of just switching stores, shopping naturally, to their needs vs token order mentality
 - Emphasize benefits of Preferred Customer Program
 - Encourage Home Conversion/Value packs - 7xs more likely to keep a customer
 - Invite them to try our supplements for 90 days
-

3. FOLLOW UP

- Participation does not END with the enrollment – it begins
 - It literally takes 10 minutes per customer per month to do this right
 - NO BACK UP ORDERS IN 1ST 5 MONTHS
 - Shopping Coach or Business Coach - Determined by their level of interest
 - Schedule follow up call – write in your date book right then
 - Follow the Six Month Customer Follow Up Sheet
 - Do NOT focus on 35 points – coach them to shop-to-their-needs
 - Schedule time to help them logon to Learn to Earn program and watch informational videos
-

Wrapping it up

YES	NO
We enroll customers / Open shopping	We don't "sign people up"
Use Facebook to find needs and get phone	We don't put pictures of products or approach potential customers on
Personal phone calls work best	No Evites, mass emails, flyers
We share information to help with people's	We don't talk products (if we can avoid it), toxins or chemicals

BE COACHABLE

- Do not reinvent the wheel, Success leaves clues, learn from those who have done it
- Plug into the trainings- check out "Journey to Director 3" in the Melaleuca Business Center on the website

FOCUS ON THE CORRECT ACTIVITIES

- Adding names to your contact list
- Setting appointments
- Presenting and Setting up accounts
- Developing Directors
- Following up

MANAGE YOUR ATTITUDE/DISCIPLINE YOUR DISAPPOINTMENTS

- This is a simple business but it is not easy – sometimes it's a rollercoaster
- Embrace the fact that NOT everyone will "get it" and some WILL cancel
- Learn along the way, move on from disappointments and don't take it personal
- Go through this checklist, and complete any remaining items as quickly as possible.



Your first 48 Hours

Check off item as you complete	Complete
Complete Customer Membership and Independent Marketing Executive Agreements	
Place First Product Order (Recommended: Value Pack or Home Conversion Pack)	
Watch the Foundation Video (To qualify for pacesetter)	
Review Melaleuca Business Documents: Log into your account, click on Business Center > Reports and Tools > Reference Library > Building Your Melaleuca Business	
Review Getting Started section of Melaleuca.com Log into your account, click on Business Center > Reports & Tools > Getting Started	
Watch all videos on Learn to Earn on Melaleuca site	
Attend Bootcamp Series and Weekend Trainings (See Team Calendars)	
Determine you “why” and discuss with your enroller. Work together to create you 12-month business plan.	
Set your business hours for when you will be calling people and setting appointments. This is a simple business but you must calendar your hours and spend to have success!	
Place upcoming local meetings on your calendar.	

Appendix

Sample Scripts to Use

WHEN SETTING APPTS IN HOME APPROACH/SCRIPT

"Hi _____. How are you? I'm calling to let you know that I've started a new business. I'm very excited about it and I'd like you to be one of the first people to hear about it."

"I'm having a few friends over on _____ to launch (or introduce) my business. Do you have your calendar in front of you? Can you make it"?

WARM MARKET APPROACHES

ALWAYS ask if it's a good time or if they have just a minute "Hi Jill, How are you? Can you chat for a quick minute?"

"I love what I do and I would love to share with you because I think it might really intrigue you...and even if it doesn't...you might be a great source of referrals for me."

"Not sure if you've heard, but recently started a new business... and it's going great so far... It gives me flexibility to be there for my kids, I get to help families save money and I'm making money too"... I'm not sure if it's something you'd be personally interested in, but I'm trying to get the word out and would love to steal you away for a quick cup of coffee to show you what I'm up to."

"I love what I do because I get to work from home on a flexible schedule...I would love to share it with you because I think it might intrigue you....and even if it doesn't, you might be a great source of referrals for me"

"I started a new business and would love to show you what I'm doing. I have no idea if it would be something you would be personally interested in but I know you come in contact with a lot of people and I would love to help some of them"

"I started a new business and you were one of the first people I thought of because I respect you and would love your input, can I show you what I'm doing?"

"I know you (or your son, daughter, husband...) struggle with allergies (or asthma or whatever) and I found something great that I'd love to share with you"

"I've been thinking about you... I know you have been looking for an additional income stream and I found something GREAT and I would love to show you what I'm doing"

"I started a business where I get to help moms, I have no idea if this is something for you personally but I am getting the word out and want to show you what I'm doing"

"I found a way to help moms and I know how much you like to help people, I was hoping to show you what I'm doing so you can spread the news"



"I respect your opinion, as a mom (or business person or whatever), can I show you what I'm doing?"

"I found something I just know you'll love, when can I show it to you?"

"I just started a new project and it's a people business and of all the people I know you're the one who I thought of first because _____ (see below).

"I just started a new project and you were one of the first people I thought of because _____ (see below).

"Would you be open to look at a way to make some extra money for your family?"

I know you're conscious of the environment... I know you're health conscious and shop at Whole Foods... I know your son has asthma... You mentioned that you've been looking for an additional income stream... You mentioned that you've been looking for a way to pay for college tuition... You're so organized... You love to help other people... You're so outgoing and friendly... You're so driven...

BUSINESS PEOPLE and REFERRALS

"I started a new business recently and it's going really well. So, I am getting the word out to other business minded people and I thought of you because you've been (successful or creative or whatever) with YOUR business... I'd love your input."

"I started a new business and it's going really well. I know you know a lot of people... so I would love to show it to you this way, when you run into someone who would be a good fit, you could send them my way."

"Not sure if you know this but I recently started a new business... The company I work with has a unique business model that makes really good sense, especially in this economy and I'd love to show it you. (or I'd love to get your input)."

"Hi BOB my name is Jane Doe. You don't know me but we have a mutual friend MARY JONES. Do you have just a minute?"

"MARY told me you are a **terrific leader with a sharp business mind and someone who is motivated to reach their goals** and she thought you would be a **good fit** for a business I recently started..."

"The company I am partnered with has created a simple but powerful revenue-sharing concept that allows us to create a serious income working from our home office. **Are you open to another income stream? I think we all agree that regardless of our financial situation now we all need a Plan B, don't we?**"

"If it is alright with you, I'd like to **bounce the high points off you** and get your feedback - it **takes about 35 minutes and I'd love to set up an appointment to show you**. What is better for you this week, Tuesday or Thursday?"



EXPERIENCED BUSINESS REFERRAL

“Hello Susan, my name is Jane Doe and **your name crossed my desk as someone who is very sharp and has done quite well in your industry.**

“I’m looking to **team up with someone of your caliber and experience** – some of the emerging leaders from the company I am with **have a similar background as you...** Would you be willing to sit down with me and **let me share with you what attracted them to our company?**”

BUSINESS CARD

“Hi BOB, My name is Jane Doe. You don't know me, but **I came across your business card.**”

“BOB, I work with a U.S. based, Inc 500 company and I’m **looking for new leaders to team up with.**

“**Are you open** to looking at other business ventures to create an additional income stream?”

NETWORKING

“Hi Bob, my name is Jane Doe. We met a recent networking event... I loved your ____ (enthusiastic attitude, your energy, we have a lot in common...) Anyway, I think we could potentially be a good source of referrals for each other and wanted to see if you’d like to grab a coffee so we can see how we can help each other?”

“Hi Bob, my name is Jane Doe. We were at a networking event together last week.... I didn’t get to personally meet you, but I really enjoyed hearing about your company and success. I was intrigued by your business and wanted to see if you’d be interested in sitting down for a coffee... I’m thinking we may be able to help each other”.

HANDLING QUESTIONS/OBJECTIONS/RESISTANCE

They will sometimes ask you to explain it to them over the phone right then in 5 minutes...

“I really can’t give you a 10 minute version, I’d be doing our company and you a disservice and it’s visual. Besides, it would take me an hour to explain it. But I promise you’ll have all of your questions answered when we meet”.

“Truthfully, I’d rather you see it the way I did... and since I’m so new at this (for friends not business people), I’d rather my business partner be there so we can answer your questions.

I’d really like you to see it the same way I did. It will only take about 35 minutes and I’ll be able to answer all of your questions.

I promise it will be worth your time. After you see it, if it’s not something you’d be personally interested in, you can say no.

What are you doing? What kind of business?

“I am working with a 25 year old health and wellness manufacturing company and I can’t wait to show you when we meet.”

“I am working with a manufacturing company --- it’s kind of like an online (or catalogue) version of places like Costco or Target... I get to help people save money.

“I’m working with a company that helps people save money --- kind of like Costco... Basically it’s a member-based shopping club... I save a lot of money and get to help other families save money too... I can’t wait to show it to you.”

“I have a small catalogue (or online) business that helps families save money – kind of like Costco but you don’t have to buy in bulk and we have lower prices.”

“I’m working with a wellness manufacturing company. I thought of you because I know you’re _____ (health conscious, have allergies, kids have allergies, etc.) or because you can save money.

What kind of products?

“We manufacture close to 400 different items and you’ll get to see, touch and smell some of them when you come over.”

My company actually manufactures close to 400 different items, but the best part is that I do not “SELL” products! It’s really a shopping concept that can save you money on things you’re already buying at the grocery store.”

Do I have to buy anything? Or I can’t buy anything right now, things are tight...

You do not have to buy anything ---- but if you shop at Costco or Target now, you can actually save money on those same things. You’ll get to see exactly what it is when we meet and after you see it, if it’s not for you, no worries, but I think you will be pleasantly surprised...

Is this one of “those” companies, is this a pyramid scheme, is this an MLM or Multi-level marketing company?

“Actually this is not like those companies. We are NOT a multi-level-marketing company. You’ll see how different we are when you come and see what I’m up to.

“Great question. NO, it is not like the companies that you’re probably thinking of. You’ll see how different we are when you come and see what I’m up to”.

“I wouldn’t waste my time or yours on some Kooky scheme....” “So, come and see for yourself ok?”

Isn’t there something I can see online?

I’m more of a face-to-face person myself, but I can show it you online if you like... Let’s make an appointment so I can show it to you.

I’m not looking to add anything else to my schedule right now... I’m not interested in a business.

Thanks for being upfront about that. I know you’re super busy... and honestly I didn’t think of you for the business aspect... I did think of you because... what I’m doing is actually a great way for you to save money or



I know you're health conscious or whatever... I promise it will be worth your time to grab a coffee and see what I'm up to.

I am looking for something to generate income, BUT I do not want to see anything and especially not to my friends and family.

"The company I work with does manufactures close to 400 different items, but the best part is that I do not "SELL" products! It's really a shopping concept that can help people save money on things they're already buying at the grocery store."

DETOURS

"I knew you would have a lot of questions, that is why I want to sit down with you and walk you through the whole thing at one time."

"I'm not asking you to get involved --I just want you to take a look so I can get your input."

"I have no idea if this is something for you personally, but I promise I won't waste your time."

"Just take a look --- you can be the judge ---- does that sound fair?"

"Just take look and see what it's all about so at the very least, you can point me in the direction of a few people you think might be a fit for who I am looking for."

Serious Part Time Road Map (20hrs/week)

Senior Director in a Year												
ESTIMATED MONTHLY INCOMES												
Month	1	2	3	4	5	6	7	8	9	10	11	12
Status	D	D2	D3	D4	D4	D5	D6	D7	D7	D8	D9	SD
Personal Enrollees (Accum)	10	15	20	24	28	32	36	40	44	48	52	56
Personally Enrolled Directors	0	1	2	2	3	4	4	5	6	6	7	8
Personally Enrolled D3+s	0	0	0	1	1	1	2	2	2	3	3	3
Organization Directors	0	1	2	5	7	9	11	13	15	17	19	21
Organization D3+s	0	0	0	1	2	2	3	3	4	5	6	7
Total Customers	10	25	45	90	130	170	210	255	295	340	385	430
Avg. PP/Cust	70	65	63	58	50	50	50	50	50	50	50	50
Org. Product Points	700	1,625	2,835	5,220	6,500	8,500	10,500	12,750	14,750	17,000	19,250	21,500
Personal Customer Product Introduction Commission	\$370	\$175	\$175	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200
Personal Customer Residual Commission	\$0	\$100	\$125	\$252	\$278	\$280	\$320	\$360	\$400	\$440	\$480	\$520
Organization Residual Commission	\$0	\$0	\$50	\$110	\$268	\$357	\$483	\$609	\$753	\$879	\$1,022	\$1,166
Presentation Point Commission	\$0	\$0	\$0	\$30	\$40	\$50	\$50	\$50	\$60	\$60	\$80	\$80
20/20 Bonus	\$0	\$0	\$500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Advancement Bonus	\$100	\$200	\$500	\$500	\$0	\$500	\$600	\$700	\$0	\$800	\$1,000	\$2,000
Pacesetter Advancement Bonus	\$100	\$200	\$500	\$500	\$0	\$500	\$600	\$700	\$0	\$800	\$1,000	\$2,000
Mentoring Bonus	\$0	\$200	\$600	\$1,000	\$1,200	\$1,000	\$1,200	\$1,000	\$1,200	\$1,000	\$1,000	\$1,000
Core Mentoring Bonus	\$0	\$0	\$0	\$100	\$400	\$400	\$600	\$700	\$1,000	\$1,000	\$1,100	\$1,500
Growth Bonus	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$500
Car Bonus	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$500
TOTAL USD\$	\$570	\$875	\$2,450	\$2,692	\$2,386	\$3,287	\$4,053	\$4,319	\$3,613	\$5,179	\$5,882	\$9,466
											USD\$	\$44,771

Not a Guarantee of Income. This is an example of potential earnings based on commissions and bonuses available. Results will vary. See **"Melaleuca Annual Income Statistics"** for actual income earned, and complete compensation plan explanation in the booklet entitled **"A New Day – Creating the financial resources to live an extraordinary life"** for full compensation details and qualification requirements.

**7 People in Your Org with 20 Customers and 2 Directors =
You will Be A Senior Director**

Full Time Road Map (40+ Hrs/week)

Executive Director in a Year												
ESTIMATED MONTHLY INCOMES												
Month	1	2	3	4	5	6	7	8	9	10	11	12
Status	D3	D4	D5	D7	D8	SD	SD3	SD5	SD7	SD8	SD9	ED
Personal Enrollees (Accum)	20	25	30	34	38	42	46	50	54	58	62	66
Personally Enrolled Directors	2	3	4	5	6	7	8	9	10	11	12	13
Personally Enrolled D3+s	0	1	1	2	2	3	3	4	4	5	5	6
Organization Directors	2	6	10	13	16	21	27	32	38	43	48	54
Organization D3+s	0	1	2	4	5	7	9	11	12	13	14	15
Total Customers	40	95	150	230	320	420	530	640	750	860	970	1080
Avg. PP/Cust	70	65	63	58	50	50	50	50	50	50	50	50
Org. Product Points	2,800	6,175	9,450	13,340	16,000	21,000	26,500	32,000	37,500	43,000	48,500	54,000
True Peg	2,800	5,558	7,560	9,338	11,200	14,700	15,900	19,200	22,500	25,800	29,100	32,400
Personal Customer Product Introduction Commission	\$720	\$250	\$250	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200
Personal Customer Residual Commission	\$0	\$280	\$325	\$378	\$394	\$380	\$420	\$460	\$500	\$540	\$580	\$620
Organization Residual Commission	\$0	\$98	\$50	\$529	\$796	\$987	\$1,323	\$1,694	\$2,065	\$2,436	\$2,807	\$3,178
Presentation Point Commission	\$0	\$50	\$100	\$150	\$150	\$200	\$200	\$200	\$200	\$200	\$200	\$200
20/20 Bonus	\$500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Advancement Bonus	\$800	\$500	\$500	\$1,300	\$800	\$3,000	\$2,940	\$3,180	\$3,840	\$2,250	\$2,580	\$5,820
Pacesetter Advancement Bonus	\$800	\$500	\$500	\$1,300	\$800	\$3,000	\$2,940	\$3,180	\$3,840	\$2,250	\$2,580	\$0
Mentoring Bonus	\$800	\$1,200	\$1,400	\$1,600	\$1,600	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,500
Core Mentoring Bonus	\$0	\$200	\$400	\$600	\$800	\$1,000	\$1,200	\$1,500	\$1,800	\$2,000	\$2,200	\$4,500
Growth Bonus	\$0	\$0	\$0	\$0	\$0	\$500	\$500	\$500	\$500	\$500	\$500	\$2,000
Car Bonus	\$0	\$0	\$0	\$0	\$0	\$500	\$500	\$500	\$500	\$500	\$500	\$1,000
TOTAL USD\$	\$3,620	\$3,078	\$3,525	\$6,057	\$5,540	\$11,767	\$12,223	\$13,414	\$15,445	\$12,876	\$14,147	\$20,018
											USD\$	\$121,710

Not a Guarantee of Income. This is an example of potential earnings based on commissions and bonuses available. Results will vary. See **“Melaleuca Annual Income Statistics”** for actual income earned, and complete compensation plan explanation in the booklet entitled **“A New Day – Creating the financial resources to live an extraordinary life”** for full compensation details and qualification requirements.

**15 People in Your Org with 20 Customers and 2 Directors =
You will Be An Executive Director**

WELCOME TO MELALEUCA

You have made a smart, simple shopping decision that will improve your health, the health of your family and the environment. Switching to our line of safer, green, eco-friendly products will help remove harmful toxins from your home and minimize chemicals in our environment. Also, it will reduce the load on your immune system, which is the key to good health. Here are a few reminders:

1. *Our products are concentrated.*

- Not only does this keep costs down and offer you a **tremendous value**, but it also **reduces the amount of plastic** we are recycling.
- The cleaning products are **easy** to dilute in mixing spray bottles (directions on side of product as well as the mixing spray bottle) When using the laundry detergent, you use 1 pump (very concentrated).
- You use less of everything – this may take you a few days to get used to... but once you do, you will see **how much we were wasting before!**

2. *100% Money-back guarantee*

- If you are not satisfied with any product, simply return unused portion within 60 days you can get a full product refund!
- Also, if anything is damaged in shipment, just call the toll-free number (1-800-282-3000) and they will send a replacement immediately.
- Be sure to take the Vitality Pack 90-day challenge ...if you don't feel a difference in your energy levels after 90 days of consuming our vitamins, you can get a full refund!

3. *UPS Shipping*

- Your shopping package is shipped the same day they are placed and sent UPS.
- Your box should arrive in 3-5 business days. The cost for shipping is 5.4% of your order, and handling is a flat \$3.90 per time you shop.

4. *The concept is that you “switch stores” and spend no new money.*

- As a preferred customer, you need to shop for **at least 35 product points** each month. The average customer uses 50 product points each and every month, so **reaching 35 is easy!**
- Each item in the catalogue has the preferred discounted price and corresponding **product point in parenthesis.**
- Just **shop naturally for the items that you need** – Those you would buy in the retail store in the next 30 days anyway... such common sense – no new money, just re-direct the money you are already spending!
- By shopping monthly you are assured of getting **fresh products** – not some which have sat on the shelf for months!

5. *You will receive \$100 in FREE products during your first 5 months!*

- Because we appreciate and value our customers - our goal is for you to have a great shopping experience with us **so we will become your brand of choice**
- We would love an opportunity to further educate you on the science behind our products....so we are willing to pay you for your time if you allow us to do so. By simply watching some brief, informational



product videos, you can earn up to **\$100 in free products in your first 5 months through our Learn to Earn program!**

- AND after that, **you can earn up to 15% of the points you're spending with us** on your basics needs each month by shopping online before the 20th-- **another great value for shopping here--!**
- Check out how to earn your free products at www.Melaleuca.com/Loyaltysoppingdollars

6. It is so easy to shop...

- There are so many products (nearly 400) in the Melaleuca catalogue to choose from... **Make your shopping list!**
- Just call 1-800-282-3000 to shop or you may shop online - NOTE: To shop online, you will need your customer id# - you can find this on your invoice – on the upper left hand side or on your Membership Card you'll receive in the mail.

7. As a preferred customer, you have a courtesy insurance BACK-UP ORDER that will be shipped to you automatically & charged to your form of payment on file if you should ever forget to shop

- If you haven't already done so, please take a moment and **pre-select** what you would like your items to be... it's simple to set up – and a great extra convenience for busy people!
- Most customers opt to take the **90-day challenge** with our Vitality Pack which is included in our Vitality 6 (42 points). So if you should forget to shop, your daily supplements will be shipped to you automatically and would also protect all your benefits and discounted prices!

8. For your 1st six months I will be checking with you to see how you like the products and help answer any questions you may have.

- I'll also help you become **familiar with the aisles of our store** and shop until you get into the habit of shopping here each month.

Talk with you soon!



Six Month Customer Follow Up

Customer: _____ Date Enrolled: _____

Notes/First Order: _____

Month 1:

- Do a quality Overview Presentation
- Explain the Preferred Customer Membership and the Backup Order
- Help the customer set up an online account and build their pre-selected Backup Order
- Help them review their Membership Materials under My Account
- Enroll them and help them place their first order. Tell them, "Melaleuca pays me to be your personal shopping coach for your first 6 months. You probably won't need my help for that long, but it's my job, so what day between the 1st and 10th of each month can I call you to help you with your shopping?" Make sure they physically see you put it on your calendar for the next 6 months.
- Explain Loyalty Shopping Dollars: By simply watching some brief, informational product videos, they can earn up to \$100 in free products in their first 4 months! Send this link : Melaleuca.com/Loyaltysoppingdollars
- Acquire their email address and phone number and send them a welcome email
- Email admin@sixfigureprofession.com with each new customers name and email address and denote each as either a customer or business builder. Customers will receive 1 monthly email of our Tips, Hints and Suggestions and business builders will receive both that email and our Monthly Newsletter with calendars and business tips
- For new business builders, add them to SixFigureProfession Facebook page
- For new business builders, make sure they have watched the pacesetter video
- For new customers and business builders, add them to Smart Wellness Facebook page
- When their order arrives, open it with them and explain what and how everything works (ask them to consider inviting a friend to come over for the experience)
- Send a handwritten thank-you or congratulatory note for being a customer
- Order and send them Welcome Pack from rmbarry.com for \$4.95
- Confirm all paperwork was received, and order placed by checking the Melaleuca Business Center under Follow Up

Month 2:

- Make a follow-up call on the date and time you set at the enrollment
- Ask what Melaleuca product they like BEST so far
- Thank them for being a Preferred Customer
- If they have not yet done so, help them set up their online shopping account and explore Melaleuca.com
- Introduce them to Melaleuca products through online specials
- Direct them to Melaleuca Marketplace to show how they can save money through online retailers
- Ask about the Learn to Earn videos they have watched and what they have learned. Help them understand the program and offer suggestions on which products to purchase using their Loyalty Shopping Dollars
- Help them shop by using the "Which Products and Services do you use form". Have them walk through their home looking to see what they are low on while you mark those items on the form so you can later read back to them
- Help them redeem Loyalty Shopping Dollars
- Ask if they have any questions
- Send another personal thank-you note for their decision to be a customer
- Confirm Melaleuca received the order by checking the Melaleuca Business Center under Follow Up

Month 3:

- Make a follow-up call on the date and time you set at the enrollment
- Ask what Melaleuca product they like BEST so far
- Thank them for being a Preferred Customer

- Discuss online specials and Marketplace
- Ask about the Learn to Earn videos they have watched and what they have learned.
- Help them shop and redeem Loyalty Shopping Dollars
- Ask if they have any questions
- Invite them to a Melaleuca event
- Send them an email containing videos about product information and success stories
- Send another personal thank-you note for their decision to be a customer along with a few sample-size Melaleuca products such as Renew, Access Bar, Sustain Sport pack, Sei Bella shampoo, lip balm
- Confirm Melaleuca received the order by checking the Melaleuca Business Center under Follow Up

Month 4:

- Make a follow-up call on the date and time you set at the enrollment
- Ask what Melaleuca product they like BEST so far
- Thank them for being a Preferred Customer
- Discuss online specials
- Ask about the Learn to Earn videos they have watched and what they have learned.
- Help them shop and redeem Loyalty Shopping Dollars
- Ask if they have any questions
- Invite them to a Melaleuca event
- Ask them for referrals
- Help them customize their select pack based on products that they no know they are consuming monthly
- Send another personal thank-you note for their decision to be a customer
- Confirm Melaleuca received the order by checking the Melaleuca Business Center under Follow Up

Month 5:

- Make a follow-up call on the date and time you set at the enrollment
- Ask what Melaleuca product they like BEST so far
- Thank them for being a Preferred Customer
- Tell them from now on they will earn Loyalty Shopping Dollars each time they shop and to maximize their earnings, they should shop online by the 20th to earn 15% back, by the 25th to earn 10% back or by the 31st to earn 5% back
- Ask if they have any questions
- Ask their permission to continue to stay in touch. Tell them that you would like to call them a few times per year to discuss new products, exciting announcements, etc.
- Send another personal thank-you note for their decision to be a customer

Month 6:

- Confirm Melaleuca received the order by checking the Melaleuca Business Center under Follow Up, if it hasn't been placed by the 20th, follow steps in Month 5 again!

After 6 Months – Now what?

- Follow up with your personal customers at least twice per year with a personal phone call
 - Share new products announced at January Launch and Convention
 - Ask for referrals
- Send your personal customers something physically in the mail at least twice per year (Ex)
 - Holiday/New Years card thanking them for being a customer with a sample product
 - February Heart Health month with a sample Fiberwise
 - Spring cleaning tips with a spray bottle and some product tips
 - Summer preparedness ideas with a lip balm