

## CUSTOMER PROFILE

Customer Name \_\_\_\_\_

Order Date \_\_\_\_\_ Phone/text \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

### Items Purchased:

- Juice Plus+® Trio (Capsules / Chewables)
- Juice Plus+® Omega Blend
- Complete Shakes (Chocolate / Vanilla / Variety)
- Complete Bars (Cherry / Chocolate / Variety)
- Tower Garden
- Shred10® Package (Juice Plus+® Trio + 2 shakes/day)
- Is this also a Family Health Study order? (Yes / No)  
Child's Name \_\_\_\_\_ DOB \_\_\_\_\_

## PRE JUICE PLUS+ SURVEY

Why did you order Juice Plus+® for your family? \_\_\_\_\_

What are the top three areas you would like to see improve most in your health?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Where can you plan on putting your Juice Plus+® so you remember it every day? \_\_\_\_\_

May I contact you to see how you're doing? (Yes /No)

Which is best?  phone  e-mail  text  other

## JUICE PLUS+ EXPERIENCE SURVEY

After the Shred10® and every four months thereafter, ask customers about their experience such as:

- Eating more fruits & vegetables
- Drinking more water
- Better recovery from workouts
- Improvement in sleep
- Increased energy level
- Increased stamina or quality of exercise
- Weight loss (if you felt you needed to lose weight)
- Improvement in regularity
- Decrease in junk food cravings
- Increased mental clarity
- Healthier teeth & gums (less bleeding or sensitivity)
- Healthier hair (thicker, faster growing, shinier)
- Healthier nails (faster growing, stronger)
- Improvement in complexion
- Improvement in general sense of well-being

Who have you told about Juice Plus+®? \_\_\_\_\_

### INSTRUCTIONS

Print out one Customer Profile form per customer and keep in a binder. Use this sheet when a customer orders and during follow-up conversations. Record customer's responses and refer back to them as you continue customer care.

- May I friend request you on Facebook?
- May I add you to our private Facebook group and welcome you?
- What is your favorite way to learn? (read/watch video/listen/attend live events)
- Would you like to be included on our list to be invited to live and online events?



# JUICE PLUS+ EXPERIENCE SURVEY

Please respond to the following questions regarding YOUR personal Juice Plus+ experience. Thank you for completing the experience survey.

## HAVE YOU NOTICED:

YES NO N/A

<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Drinking more water?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Eating more fruits and vegetables?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Doing more exercise?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Eating less sugar ?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Drinking less soft drinks?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Cooking fresh meals at home?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Snacking less?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	An improvement in the quality of your sleep?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Eating less fast food?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	An increase in your energy level?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	An increase in the amount of time you're able to work out?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	An increase in the quality of your workout ?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Any weight loss (if you decided to lose weight)?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	An improvement in your general sense of well-being?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	A decrease in your feelings of stress?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	An improvement in your positive mental outlook?
<input type="checkbox"/>	----	<input type="checkbox"/>	----	<input type="checkbox"/>	Any other changes you have made with "One Simple Change?"

If yes, which ones? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_

# VERY IMPORTANT

To ensure that you don't lose any text typed into this document, please do the following FIRST.

1. Download the file to your computer
2. Save the .pdf on your desktop with a unique name
3. Enter text into the copy of the file that you downloaded
4. Save your file frequently

## **Steps to Excellent Customer Care/Signing up**

1. Place customer order.
2. Add reminders to your calendar (you will also be e-mailed): Day 10, Day 30, Day 60, Day 90, etc.
3. Complete Customer Profile (see next page) with them.
4. With their permission, add your customer to any appropriate Facebook groups your team has in place.
5. Tag your customer on posts in the Customer Facebook Group and welcome them!

### **First Week:**

Thank them for their order and for choosing a health journey with Juice Plus+. Send a Juice Plus+ video or image to reinforce their decision.

### **Day 10 - Check in:**

Did they receive their product?

When and how do they take their JP+? (Give suggestions - put by their toothbrush, take before morning coffee etc.)

Make sure they know how many Juice Plus+ capsules or chewables to take:

- Adult (13+) capsules = 2 of each color every day (more if desired)
- Adult (13+) chewables = 4 of each color chewable every day (more if desired)
- Child capsules = 1 of each color every day (more if desired)
- Child chewables = 2 of each color every day (more if desired)

Do they have any questions?

Have they received the emails from Juice Plus+?

### **Day 30 - Congratulate them for being consistent. If they're not being consistent ask them to let you know. Take your customer back to WHY they got started. Send a message, text, call or selfie video.**

Send another Juice Plus+ video to reinforce their decision to take Juice Plus+

Share a product story.

Invite to an event.

### **Day 60 - Congratulate them for consistency with taking Juice Plus+**

Have they noticed any changes? (point out examples; better sleep, nails, bowels, mood, energy level)

If they haven't noticed changes yet, keep educating them with videos, research and events so they know what Juice Plus+ is doing inside their body even if they don't feel anything.

Customize your check-in so the customer knows you listen and care about them. Build off their WHY for originally ordering and expand it with each customer check in.

### **Day 90 - Thank them and congratulate them for consistency with taking Juice Plus+!**

Ask them the questions from Customer Profile to see if they have had any results.

Have they shared their experiences with others or thought about it?

Do they know others who would benefit from hearing about Juice Plus+?

Would they be interested in hosting an event or introducing you to anyone who could benefit from Juice Plus+?

If it seems appropriate, invite them to take a look at our business and joining the mission of the company.

### **Ongoing - LONG TERM CARE IS IMPORTANT**

Continue to be in touch with your customer and bring value to them on an ongoing basis.

Be sure to check with them before any products ship to make sure they are ready for them and adjust the shipment date as necessary. Consider using the verbiage:

*"I wanted to let you know that your next shipment of Juice Plus+ is scheduled to ship out on \_\_\_\_\_. We can adjust that date if necessary, but I wanted to check in with you to see if you have considered trying the \_\_\_\_\_ (Complete shakes, Omegas, Tower Garden, Complete Bars, etc.)? I think you may really enjoy them because \_\_\_\_\_ and if you wanted to give it a try we could add it to your next shipment."*