CLIENT UPGRADE SCRIPT

(Can Also Be Used for Clients or Associates Who Are No Longer Active)



SCRIPT TIP: The key is to schedule the phone call via text or Facebook messenger. If they aren't willing to schedule a phone call, move on! Remember, you are sorting for those that want this naturally, not begging or convincing. Also, be normal! Only use their FIRSTNAME if that's normal. Change the wording of the script to sound like you if necessary.

C1 (if you haven't spoken in awhile): Hi *FIRSTNAME,* I'm working on something cool I want to share with you. Could you talk later at TIME or TIME on a quick call by chance? It would be nice to re-connect & catch up as well!

C2 (for people you talk more frequently): Hi *FIRSTNAME,* I'm working on something cool I want to share with you. Could you talk later at TIME or TIME on a quick call by chance?

C3 (after they agree on a time): Ok sounds good. Talk to you then!
<FOLLOW THE SCRIPT ON THE NEXT PAGE TO CONNECT WITH THEM WHEN YOU TALK>

C4 (if they ask what it's about via text): There's some major cool things happening with USANA and I want to share them with you.

C5 (always confirm 1 hour before the call): Hi *FIRSTNAME* I will be calling you here at TIME. Talk soon.

INTRO CALL SCRIPT



SCRIPT TIP: The initial phone call is about making sure your friend knows that you think highly of them. Make sure your loving energy is felt in the call. USANA is a gift! Also change the wording of the script to sound like you if necessary. Be normal!

STEP 1: Hi FIRSTNAME ….

<SMALL TALK FOR A MINUTE, THEN GET RIGHT TO THE POINT>

STEP 2: So I wanted to share with you this online business project. It's still with USANA, but it is so much better than before. We are growing like crazy with a 5 minute presentation video that allows a prospect to get through the entire process in a 30 minute phone call. It's better than spending hours at home parties, doing hotel meetings, or driving all over town meeting people. I think part of the reason USANA has been hard in the past is that the presentation always takes several hours if you count drive time, set up, and break down. It's amazing how efficient we are doing it now!

In addition, we are having business conversations & selling much larger start up packs which means that you get paid a lot more. We have a pack for $1200 dollars, $600 dollars, and $300 dollars. The best part is that people are enrolling at these higher levels because they are viewing USANA as a solid business with much less risk than other traditional business options. And the improved health ends up being the secondary benefit. So…

STEP 3: I started looking at people in my life and I thought of you. I don't know if this would be for you, but I think very highly of you so I want to share it. And even if it's not for you, I would love to get your opinion. Would you be able to jump on a 30 minute call tomorrow at TIME or TIME so I can show you how it all works? **<WAIT>** Ok sounds good. What time is better for you?

STEP 4: Perfect that time will work. I have to get off the phone right now, but I will text you about an hour before I call tomorrow. I hope you have an awesome day (or night).

<AS SOON AS YOU HAVE THE APPOINTMENT, GET OFF THE PHONE!>