RESET PLUS - Invite & Closing Scripts

Script Tip: Change the wording of the scripts to make them sound like YOU if necessary, but always stick to the structure of the scripts. Don't worry if you don't have a personal testimony yet, just have faith & take action!

STARTING THE INVITE SEQUENCE:

R1a: (Start with this invite if you don't have a testimonial yet)

Hi FIRSTNAME or NICKNAME I'm putting together a weight loss challenge for the new year! It's for anyone who wants to lose 5 pounds in 5 days & lose more after that. Would you like more info to be included in the fun?

R1b: (Start here if you have a testimonial, but don't have a before & after pic of yourself)

Hi FIRSTNAME or NICKNAME I'm not sure if you've heard, but I've lost ___ pounds in the last ___ days/weeks/months! I'm putting together a weight loss challenge in the new year. Would you like more info to be included in the fun?

R1c: (Start here if you have a before & after pic of yourself)

Hi FIRSTNAME or NICKNAME I'm not sure if you've heard, but I've lost ___ pounds in the last ___ weeks/months. Here's my before and after! **<TEXT PIC, THEN SAY…>**

I'm putting together a weight loss challenge for the new year. Would you like more info to be included in the fun?

Invite Sequence Continued

R2: (after they say yes or ask for more info)

Ok sounds good. I would need to do a quick phone call with you to explain. Can you talk here at TIME or TIME?

<ALWAYS GIVE THEM 2 TIME CHOICES & GO FOR SAME DAY/NEXT DAY IF POSSIBLE>

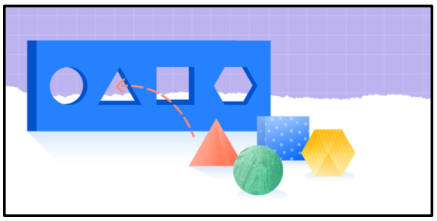
R3 (if necessary): Ok got it. I will be calling from XXX-XXX-XXXX, what's your number?

R4: Ok *DAY AT TIME* will work. Talk to you then!

R5 (an hour before): Hello *FIRSTNAME* I will be calling you here at *TIME*. Talk soon.

<ONLY USE R5 IF IT HAS BEEN OVER 12 HOURS SINCE THEY SCHEDULED THE CALL. IT'S SUPER IMPORTANT TO CONFIRM AS THEY MAY HAVE FORGOTTEN>

SITUATIONAL TEXTS TO SEND



(S1) IF THEY ASK "WHAT IS IT": I would actually need to explain on a short 10 minute call. I could talk at *TIME* or *TIME* which is better? **<SET THE CALL & CONTINUE WITH R3/R4 ABOVE>**

(S2) IF THEY ARE RELUCTANT TO SCHEDULE A CALL: I totally understand if you want to know what it is first. Here's a video by a trainer of mine to get the idea: http://jcp.teamdsi.info If you like what you see, we can schedule a call after that.

(S3) LATER THAT DAY SEND: Hi *FIRSTNAME* what did you like about the video? **<IF THEY ARE OPEN FROM THERE, DO NOT ANSWER QUESTIONS. GO BACK TO R2 & SCHEDULE THE CALL>**

(S4) IF THEY ASK "IS THIS AN MLM OR PYRAMID?": It's not about an MLM, but it is about a product. I could talk at *TIME* or *TIME* how does either time look? **<SET THE CALL & CONTINUE WITH R3/R4 ABOVE>**

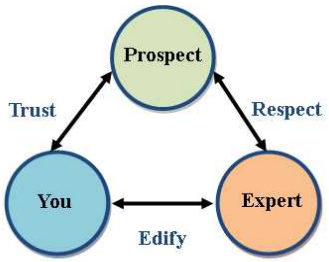
(TR15) IF PROSPECT DOESN'T RESPOND 1 DAY AFTER YOUR INITIAL INVITE:
Hi FIRSTNAME I'm not sure if you saw my message above. I hope you're having an awesome day. **<ALSO SEND A "HELLO" GIF IF YOU KNOW HOW>**

(TR20) IF PROSPECT GHOSTS FOR 1-2 DAYS AT ANY TIME DURING THE PROCESS:
Hi FIRSTNAME I'm assuming you don't want to take a look. If I am mistaken let me know. Otherwise I won't bring it up again! You are still an awesome friend.

(TR21) IF PROSPECT DOESN'T SHOW UP TO A SCHEDULED PHONE CALL:
Hi FIRSTNAME I know you aren't the type of person to miss a scheduled call. I know something must have happened. Please let me know you're alright.

***** Wondering what (S1), (S2), etc. means? Google Keyboard Shortcuts for Android or iPhone. SAVE HOURS of TIME.**

RESET PLUS Phone Call Script – USE AN EXPERT IF YOU CAN!



READ THIS FIRST!

Your prospects trust you, but they do not respect you as the expert. The best associates connect a 3rd party expert to build respect & credibility to the exposure. This is the key to having great results.

IF EXPERT IS AVAILABLE START HERE:

STEP 1: Hi FIRSTNAME how have you been? **<VISIT FOR 1-2 MINUTES MAX IF NECESSARY>**

STEP 2: Is it ok if I get my mentor on the line because he (or she) is helping me through the process? **<THEY WILL SAY YES>** Ok thanks, I'm going to do a 3-way call please hold just a second. **<CONNECT YOUR MENTOR ON A 3 WAY CALL>**

FIRSTNAME, I want you to meet MENTOR'S FIRST & LAST NAME, he/she is very well respected in the company and I am very lucky to be working with him/her. MENTOR'S NAME are you on the line?

MENTOR SAYS:

Hi FIRSTNAME how's it going? **<WAIT>** Hey thanks for letting ASSOCIATE'S NAME practice on you. You are a great friend. How do you know ASSOCIATE'S NAME? **<TAKE NOTES>** That's awesome. And what do you do for a living? **<TAKE NOTES>** And how long have you been doing that? **<TAKE NOTES>** Well I have to brag on ASSOCIATE'S NAME because he/she has been following directions exactly and we believe he/she can be a top leader in our company.

So before ASSOCIATE'S NAME asks you these questions, I just want to share with you my 30 second story. Prior to USANA I was dealing with _____ and feeling _____, and although USANA is not a cure, I have noticed a huge difference in my health. Today I feel _____ and I have noticed _____. I decided to work with USANA because _____ and I'm most excited about it because _____. **<WAIT>** Ok so, ASSOCIATE'S NAME can you please share your 30 second story and then ask PROSPECT'S NAME the questions. **<PROCEED TO STEP 2 ON NEXT PAGE>**

IF THE EXPERT IS NOT AVAILABLE, START HERE:

STEP 1a: Hi FIRSTNAME so before I go over the info with you, I just want to share my 30 second story. **<KEEP YOUR STORY SHORT & TO THE POINT>**

STEP 2: (YOU SAY):

Prior to USANA I was dealing with _____ and feeling _____, and although USANA is not a cure, I have noticed a huge difference on the products. Today I feel _____ and I have noticed _____. I decided to work with USANA because _____ and I'm most excited about it because _____. **<NEW ASSOCIATE MUST HAVE STORY WRITTEN, TO THE POINT, & COMPLIANT. WORK WITH YOUR MENTOR ON THIS>**

STEP 3: Ok FIRSTNAME, so now I'm going to ask you some questions to figure out what info to direct you to… **<GO TO THE NEXT PAGE>**

Script to Explain The RESET PLUS

TIP#1: *If your prospect wants to lose weight, leave all other scripts behind and read them this!*

TIP#2: *The "RESET PLUS" is not an official USANA product like the "RESET" box is. Rather, RESET PLUS is buying 28 single serve shakes for $69.95 & a MyHealthPak of CellSentials ONLY for $65.92.*

SAY THIS: 1) First of all, how much weight do you want to lose? **<TAKE NOTES>** What type of diets have you tried in the past? **<TAKE NOTES>** How do you feel these worked out for you?

2) We have been so busy with our promotion that we are having to figure out who is really serious about losing weight, because there is a lot of work on our part to help you and it's not just going on another fad diet. So we are looking for clients that are absolutely serious. How serious are you about losing weight? **<TAKE NOTES>** What is the main reason you have for wanting to lose your weight? **<TAKE NOTES>**

3) Okay, great. Let me explain exactly how the RESET PLUS Program works, because it's an extremely effective weight control program. Basically the program targets specific areas of the body. We focus on losing inches as well as pounds, and helping you keep a good energy level throughout the day. It also keeps you from craving sweets – are you a sweets eater? **<LET THEM ANSWER>**

4) Ok. The RESET PLUS gives you all the nutrition you need, and helps to control and normalize your appetite so you don't feel hungry. So, even if you tend to eat out of stress, depression, or boredom, or you might be a binge eater – instead of eating three cookies, you eat the whole bag – or you might be a nibbler who picks at food all day long, or if you're just a plain out of control eater, it will help to control and normalize your appetite so you just don't feel hungry! The average weight loss is 5 pounds in 5 days. And, what happened to me was _____.

5) But, I've got to tell you about a few of our clients' testimonials. My colleague Jared lost 6 pounds in his first 5 days and 15 pounds total. He has kept the weight off for the past 4 years. My other colleague Charlene is in her fifties, she was having trouble losing weight and she also lost 5 lbs in 5 days. She went on to lose 30 lbs in 3 months and has kept it off for the past 4 years. We have thousands of stories like this. **<SHARE STORIES>**

6) Right now we are running a special promotion. We will give you free counseling to make sure you are using it right and getting the results you want. That's done by phone for your convenience and I will be the one doing it! I will be walking you through everything step-by-step and cheering you along the way. The program is very inexpensive because it supplies 15 meal replacement shakes to lose 5 pounds in 5 days, plus you will have 13 extra shakes left over to continue your momentum afterwards. You also receive a 28 day supply of nutritional supplements. The supplements are super important for healthy digestion, healthy metabolism and releasing the weight for good.

7) During the 5 Days you will also be having 2 healthy snacks, a fruit, and a veggie each day. So you will be chewing food, it's not a liquid diet. You will be consuming roughly 1400 calories per day, but these are perfect low glycemic calories. You will feel full and you will have great energy during your RESET week. In addition, you will receive a simple document that outlines the plan for your 5-day experience. It also includes ideas for the best meals to eat afterwards as well. The cost for the RESET PLUS is $136 plus tax and shipping.

8) Ok, so where would you like your RESET PLUS Program mailed to? **<BE SILENT & LET THEM ANSWER>**

9) Ok got it. USANA will also be emailing you tracking info for shipping, what is your email address?
And which Credit Card did you want to use? What's the credit card number? Expiration date? CVV2 code? Ok, so the number is **<REPEAT IT BACK>** Is the billing address the same?

10) Perfect. The next thing is to choose your shake flavors. You can get all chocolate, all vanilla, or half of each. Which is best for you? **<LET THEM ANSWER>** Ok, so with tax and shipping your total will be around $146, give or take a dollar. **<CONTINUE ON NEXT PAGE>**

Script to Explain The RESET PLUS (continued)

11) I will be working with you very closely to make sure you hit your goals and have a great experience. At the end of your 5 days, we will discuss if you would like to continue to the next step, which is the Transform Phase program. Normally people lose an additional 10 pounds each month they do the Transform Phase, so it's the best way to compound your results and keep your momentum going after the RESET PLUS.

12) One of our team members named Donna Womack did the Transform Phase over 5 months and lost 50 lbs. That's 10 lbs a month and she's kept the weight off for 7 years. We have many stories like this! **<SHARE MORE STORIES HERE>**

14) But lets get you through your RESET PLUS first. So now I will process your order today and you should get everything around 5-7 days from now, give or take a day. I will also be setting up a future order discount for you that I will explain later after you've received your products. Let's schedule a time to talk after you receive your products in the mail. I will be reading you the "RESET PLUS SCRIPT" to explain how to get the best results from your experience. I can talk on **<DAY>** or **<DAY>** which is better? Ok. And on that day I can talk at **<TIME>** or **<TIME>**, which would be best? **<SET A TIME RIGHT NOW>**

15) Lastly, The best thing you can do while you wait for your products to arrive is watch some more short videos by Dr. Oz. He did his research, visited USANA's Manufacturing Facilities and tried the products himself. He decided he wanted us to be a sponsor of his TV show. For the last 3 years Doctor Oz has featured USANA once-a-month to his nationwide audience. It is a big testimony to USANA doing the right thing for the last 28 years. We have every segment saved on YouTube and they are only 3 to 7 minutes long. It's the best thing you can watch while you wait for your products to arrive. I'm going to send you the link right now.

SEND THIS LINK NOW: http://doctoroz.myteamwork.info Did you get it? **<LET THEM ANSWER>** Can you click on the link and tell me if it opens up for you? **<MAKE SURE IT OPENS UP FOR THEM>** Ok you are all set! I will be calling you when your products arrive to see what you liked about the Dr. Oz videos. Thanks again for becoming my client. I am excited for you to feel amazing & I expect you to do really well. Talk to you soon! **<DURING THE NEXT CALL, READ THEM the RESET PLUS DOCUMENT: http://resetplus.myteamwork.info (AND TEXT THEM THE LINK AS WELL).**

***IF THEY DON'T ENROLL IMMEDIATELY, SAY THIS:** I totally understand if you need a little more time. What we usually do in this case is send a PDF document that explains more about the RESET PLUS and a cool link to some short Dr. Oz YouTube Videos of him talking about specific USANA products and health tips. I'm going to send you both links right now. Can you hold on just a second? I want to make sure you get it. **SEND SEPERATELY: http://resetplus.myteamwork.info and http://doctoroz.myteamwork.info** Did you receive both links? **<WAIT>** Ok and can you tell me, do both links open up ok for you? **<WAIT>** Great. The best thing at this point is to schedule a time for us to talk in a day or two. That will give you some time to look at your budget and make the decision that's best for you. **<PAUSE>**. I can talk on **<DAY>** or **<DAY>** which is better? Ok. And on that day I can talk at **<TIME>** or **<TIME>**, which would be best? **<LET THEM CHOOSE>** Ok I'll call you then and if you are ready at that time we can do your payment info over the phone & get you started on losing those first 5 pounds and having you feel great. Talk to you soon.

IMPORTANT TO KNOW

The $136 RESET PLUS order described above consists of 2 individual USANA Products: A 28 pack of single serve nutrimeal shakes for $69.95 and 1 MyHealthPack that consists of *CellSentials ONLY for $65.92.* That is where the $136 price comes from. The RESET PLUS is not an official USANA item. This script was created by associates to sell an alternate option to the original RESET.

Follow Up Call Script (if they did not buy initially)

IF EXPERT IS AVAILABLE START HERE:

Step 1: Hi FIRSTAME, I have MENTOR'S NAME on the line with me as well, hold on just a sec… **<CONNECT MENTOR IN>** Ok we are all together. **<MENTOR SAYS HELLO>** Hello FIRSTNAME how have your last few says been? **<SMALL TALK FOR 1-3 MINUTES>**

IF EXPERT IS NOT AVAILABLE START HERE:

Step 1a: Hi FIRSTAME, how have your last few days been? **<SMALL TALK FOR 1-3 MINUTES>**

STEP 2: Ok FIRSTNAME, now that you've had a little more time to research I have some questions for you:

1. What did you like about the Doctor Oz videos you saw? **<TAKE NOTES>** Tell me more about that.
2. Ok cool. And where would you like your products shipped? **<WAIT>** What is your email and phone number?
3. What's the credit card number you'd like to use? **<BE SILENT, BE CONFIDENT, & WAIT>** Also the CVV code & expiration date? Billing address same as shipping?

> ****IF THEY STILL AREN'T READY TO BUY ON THIS CALL:** *Give them a different piece of info to review (your choice) and schedule the next follow up call. Keep the process going. It's ok!*

4. Ok got it. It's only $9.95 more to upgrade your account into a tax write off. It would be an associate account that also pays you 10% on any clients that you share the products with. It's a smart move. Would you like to add that to your order? **<MANY WILL SAY YES>** Ok I will add that. For the tax write off and sending you paychecks they need your Social Security Number. What's your social? **<NOW BE SILENT WITH CONFIDENCE AS THEY GIVE YOU THEIR SOCIAL. YOUR TONE & DELIVERY CREATES CERTAINTY FOR THEM>**

8. Ok got it. Welcome to the USANA Family I am excited for you to have great results! I will process your order right away and also set up a future auto order discount that I will explain the next time we talk. You will get an email saying that it has been set up but you won't be charged. I will walk you through your account next week to show you how it works. Thanks again for becoming our client, I expect you to have excellent results with your RESET Plus! **<DURING THE NEXT CALL, READ THEM PAGE 9 TO GET THEM STARTED RIGHT… SUPER IMPORTANT!>**

RESET PLUS – Getting Started Right Call



(Read to them BEFORE they start their RESET PLUS)

1) Hi **"CLIENTS NAME"** did you receive your products? **<CLIENT SAYS YES>** Ok can you get them really quick? I'm going to explain everything and I want you to follow along with a document I'm going to text you. Just a sec, I'm about to send it… http://resetplus.teamdsi.info Ok I just sent it. Does it open up ok for you? **<WAIT>** Ok perfect. We are going to read through this together. **<CONTINUE READING BELOW>**

For best results, do your RESET PLUS on a Monday through Friday to avoid the weekend temptations. Before you begin, weigh yourself on an empty stomach first thing in the morning (use bathroom first). Keep a log of your weight every morning & watch the pounds go down.

*** CellSentials – Take 2 of each in AM. 2 of each in the PM (4 tablets total in AM, 4 tablets total in PM). You have a 28 day supply of award winning supplements.**

*** 28 Single Serve Nutrimeal Shakes – Consume 3 shakes per day over the next 5 days. You will have 12 extra to share or consume afterwards to keep your momentum.**

The Plan Each Day

- Within 1 hour of waking up take your 1st shake, AM Vitamins (4 tablets total).
- 2 hours later, 1st healthy snack (see page 2)
- 2 hours later, veggie (see page 2)
- 2 hours later, 2nd shake
- 2 hours – fruit (see page 2)
- 2 hours – 2nd healthy snack
- 2 hours – last shake for dinner & PM Vitamins (4 tablets total).

Tips to Succeed

- Drink at least 64 ounces of water everyday & avoid strenuous exercise during the program.
- Walk 20-30 minutes each day. Coffee, tea & caffeine are ok to have, but avoid sugary Starbucks type drinks.
- Get 7 hours of sleep per night minimum, 8 is ideal. Optimal sleep is critical to your success.
- Eat an additional serving of fruits or veggies if you feel lightheaded. Even a little chicken breast or .5 cup of black beans is fine, but do your best to stick to the program.
- For best results, make your shakes with ice in a blender. Watch this video: http://makeshake.teamdsi.info

Cleanse/ Detoxification Response: The RESET has high levels of fiber & nutrition. Frequent trips to the bathroom or even slight headaches may occur (to about 10% of clients). If this happens, it's a good thing because it means your body is detoxing all the built up chemicals in your system. If you experience too much detoxing at once, cut your vitamin dosage in half for a few days, then go back up to the full dosage after that. Also, your urine will be turning bright yellow due to the potency of the vitamins which give your cells MAXIMUM nutrition. Now let's go to the next page. **<CONTINUE READING THE NEXT PAGE>**

Final RESET PLUS TIPS



Healthy Snack List- Look for Low Glycemic Whole Food Snacks (150-200 calories)

- Lara Bars (all varieties- roughly 200 calories per bar, great mainstream option)
- Kind Bars (all varieties- roughly 200 calories per bar, great mainstream option)
- 1/4 cup of Raw Almonds (a closed fist full)
- 1/2 cup of Cottage Cheese
- 2 Large Hard Boiled Eggs



Recommended Veggies

- Organic baby carrots
- 4 oz. Raw or cooked broccoli
- 4 oz. Raw or cooked cauliflower
- 8 oz. cooked green beans
- 1 whole tomato
- 3 to 4 stalks of celery
- 1 whole pepper (all varieties)

8 oz. Cooked Spinach

Recommended Fruits

- 1 large apple
- 1 large grapefruit
- 1 large orange
- 6 oz. of berries (all varieties)
- 7 oz. cantaloupe or honeydew
- 20 fresh cherries
- 4 ounces of grapes (all varieties)

What comes after RESET PLUS: If your goal is to lose more than 4-5 pounds, you can continue with the Transform Phase to lose 10 pounds per month until you hit your goal. Since you already have your CellSentials vitamins for the month and 12 extra shakes, you can immediately follow the Transform Phase for the next 6 days outlined at http://transform.teamdsi.info. This plan includes 2 shakes per day, 1 healthy meal, and healthy snacks. Most people continue the Transform phase immediately after their RESET PLUS to keep their momentum going.

What we normally do is schedule a time for us to talk towards the end of your RESET PLUS. What day will you be starting? _____ Ok, so day 5 would be _____. It's best to talk on day 5 so I can get you set up for a successful day 6 through 28. On that day 5 I can talk at **<TIME>** or **<TIME>** which is best for you? _____. Perfect. When we talk next week we will go over your results and review the Transform Phase document link above. This will help us make a plan to achieve your total weight loss goal. And if you are happy with your results and feeling comfortable, we can do your order for the extra Transform Phase products you would need to keep your momentum going. Also let's text every day during your 5 days to keep the communication strong. Let me know if you have any questions or concerns along the way. I expect you to do awesome on your RESET PLUS. Talk to you on *DAY* at *TIME*!