

## Customer Service

Following up with people that have attended an event with you or have requested information is of utmost importance. Personal touches and attention can make all of the difference in this business! Follow up can mean a thank you card in the mail, a call or even an email thanking them for their time and letting them know that you are available and attentive to their needs.

What are care calls? Care calls are not sales calls. To do this business well you have to genuinely care about your people and show them that you care. A care call is you calling your people and caring for them over the phone, and should take around 10 minutes. Care calls are a time to ask if people are using their products, if they have any questions, and to make sure they are aware of and using the resources available such as Facebook groups, [ylsearch.com](http://ylsearch.com), [oil-testimonials.com](http://oil-testimonials.com), find out if they have books, and to find out if they are receiving emails from Young Living and their upline.

Building a great organization means learning to provide great customer service. Here are some times when Enrollers and Sponsors should be reaching out to their downlines:

- Call or Email: 48 hours after someone attends a class
- Thank you card: Immediately after their initial order
- Call or Email: 10 days from the day they place first order
- Call or Email: The week before their scheduled Essential Rewards date
- Call or Email: Periodical check-ins
- Call or Email: If ER order date passes without their order processing (this could mean what they ordered is out of stock, or there is a problem with the card on file).

Don't be nervous!! Remember, if you have done your reading on the "Young Living Difference," you have a working understanding of the compensation plan, and you own a reference book, that you more than likely have the answer that your prospects and downline members have and you can always go to your upline coach for support!

"Just do your best to be a servant leader. People don't care how much you know until

Please do not alter "Young Living: Launched." This training is free and may never be used for profit.

they know how much you care.” - Brian Carruthers

Here are a couple of outlines for a care call:

### **A Care Call for Class Attendees**

If someone does not sign up for a kit on the spot it is usually because they want to do more research or they want to talk to their spouse. Oftentimes when people get home their spouse has questions that the attendee can't remember the answer to and could use some reminders. Often people have ailments they would like to use oils to address, but didn't ask during the class for a variety of reasons. A care call can help answer these questions, and again does not have to come across as being pushy. Here's an example:

**Hi, \_\_\_\_\_.** **Is now a good time for your to talk?** (If not, ask when a better time would be)

**I just wanted to thank you for coming to the class \_\_\_\_\_.** **What were your thoughts about what was covered?**

**Are there any ailments that you would like to address with Young Living products?**

**What other questions do you have?**

**(IF APPROPRIATE) I'm just curious, in light of what we talked about today, would it be OK if I help you get a wholesale membership today? Let's walk you through that process right now!**

**Thank you so much for taking the time to chat with me. If you would like to contact me with further questions please feel free to email, call or text** (let them know your preference) **as that is the easiest way to make sure I get back to you within 24 hours** (let them know that you need some time)

Please do not alter "Young Living: Launched." This training is free and may never be used for profit.

## A New Enrollee

**Hello, \_\_\_\_\_ Is now a good time to talk?** (If not ask when a good time is for them to talk, put it on your calendar and call back) **Have you received your first order from Young Living?**

**Would you like to go through the kit together so I can answer any questions you may have?**

**Do you have a reference book? Are you aware of the online resources that are available to you?** (If not direct them to these resources)

(Check to see if their email is on file with Young Living, and if it's not continue with this part of the call) **I noticed that your email address is not on file with Young Living. Young Living is great about not spamming your email account, but I would recommend getting on their mailing list. Each month Young Living sends out a newsletter announcing the promotions for the current month, and those are deals that you don't want to miss. Additionally, if our upline has incentives or news that is their primary form of contact.**

**Do you have any other questions for me?**

**Thank you so much for taking the time to chat with me. If you would like to contact me with further questions please feel free to email, call or text** (let them know your preference) **as that is the easiest way to make sure I get back to you within 24 hours** (let them know that you need some time).

## **Before an Essential Rewards Order**

**Hello, \_\_\_\_\_ Is now a good time to talk?** (If not ask when a good time is for them to talk, put it on your calendar and call back) **I noticed your Young Living Essential Rewards order is scheduled to process next week. I like to call people the first few months their ER order processes because I know trying to figure out what to order next may be overwhelming for some.**

**What are your current needs you would like to address with Young Living essential oils or products?** (They may not think they have any health needs.) **Is everyone in your house sleeping great and managing their stress well? Would you like to learn about our non-toxic hygiene and cleaning products?**

**What other questions do you have?**

**How has your experience with Young Living been so far?** (No matter what do not get defensive.)

**Thank you so much for taking the time to chat with me. If you would like to contact me with further questions please feel free to email, call or text** (let them know your preference) **as that is the easiest way to make sure I get back to you within 24 hours** (let them know that you need some time).

## **Periodical Check In**

It is important to look in your downline to see who hasn't ordered in 3+ months, because we want to make sure people feel equipped to use their products. Equally important, look in your downline and see who is ordering often. Ask the upline of both of these types of people if they have been in contact with their downline member, and if they have not reached out to that person then you should. This is what that looks like:

**Hi, this is \_\_\_\_\_ and I'm part of your Young Living Leadership support with \_\_\_\_\_ (their sponsor) I like from time to time to reach out to my group and find out which oils have been your favorite and what's in your collection. Is now a good time to talk?** (If not ask when a good time is for them to talk, put it on your calendar and call back)

**Out of curiosity, when you came to Young Living you must have had some health goals. Will you share those goals with me?** (If they haven't achieved those goals, then now is the time to help them explore other options)

**What other health goals do you have? Would you like help finding solutions to these areas?**

**What oils do you have in your collection? Our job is to make sure you're ordering the oils you really need.**

**Do you have any feedback about your experience with Young Living?** (No matter what ,do not get defensive.)

**Do you have a reference book? Are you aware of the online resources that are available to you?**

**While I have you on the phone, let's discuss your next order.**

Please do not alter "Young Living: Launched." This training is free and may never be used for profit.

- **What oils are you out of?** (If it's an oil that is out of stock use this opportunity to educate them on other amazing products)
- **What do you think about trying some \_\_\_\_\_?**

**Before we go, are you aware of Young Living's Essential Rewards program?**

**I want to help you get cheaper shipping and 10% back. If you're ordering 200-400, let's organize it into monthly 50PV orders so you'll get a rebate. Same money is being spent, but it is just spread out. You can cancel after 2 months, but make sure you redeem your points before you cancel. "**

**Thank you so much for taking the time to chat with me. If you would like to contact me with further questions please feel free to email, call or text** (let them know your preference) **as that is the easiest way to make sure I get back to you within 24 hours** (let them know that you need some time).

**(Wrap it up!)**

**If ER Date has Passed and the Order has NOT processed:**

You may want to call Young Living first and see why the order didn't process. They can tell you if it was an issue with payment or if the items were simply out of stock.

**Hi, this is \_\_\_\_\_ and I'm part of your Young Living Leadership support with \_\_\_\_\_ (their sponsor) I noticed an order you placed via Essential Rewards has not processed and wanted to help you get that pushed through. Is now a good time to talk?**  
(If not ask when a good time is for them to talk, put it on your calendar and call back)

(If items were OOS) **I called Young Living to see why your order had not processed. It appears the items you requested were not in stock. I would love to help you find another product to meet your needs so you don't have to wait on your order. Would you like to try something new? (if yes) Great, what were you looking to use \_\_\_\_\_ (oos items) for? Great, let's look on the OOS list on the virtual office to see what other products are recommended. I will also look up that symptom in my reference guide to see what it suggests. Do you have a reference guide? (If yes) You are welcome to follow along. (If not, advise them on how they can get one).**

(If there was an issue with the card) **I called Young Living to see why your order had not processed. It appears there was an issue with the card on file. It could be the card expired or they have a wrong number if this is your first order. They will be able to tell your specific reason. From there they will be able to help you get your order processed this month so you don't lose your Essential Rewards points. Would you would like Young Living's phone number? Do you have something to write with? The number is 1-800-371-3515.**

Please do not alter “Young Living: Launched.” This training is free and may never be used for profit.