



## THE ALL-IMPORTANT FOLLOW-UP REACHING OUT TO CUSTOMERS

In our industry, **following up** with your customers is just as important as making a sale. Reach out to customers within **2-4 days** of their purchase as the first step toward repeat business and a long-lasting relationship.

### The Follow-Up Formula

What can you offer to meet your customer's needs? While various approaches will be more effective depending on the person, here are a few examples of follow-up messages to help you move forward with your customers:

1. Send a casual message to check in.

- Hey! I just wanted to check in and see how you're enjoying the tea! How do you like it?

2. Ask about their results with the tea.

- Have you noticed any improvements while you've been drinking it?
- The tea really helped me feel less bloated. Has it been the same for you?\*

3. If they enjoyed the tea, make a follow-up offer!

- I'm glad to hear that the tea has helped you lose weight! If you want to continue with it, I can get you another pack for \$25. Or if you want more than a week's supply, I can get you a discount!\*
- We also have other products that complement the effects of the tea! I'll send you the link to our website. Let me know if you're interested in any other products, and I'll hook you up!\*

\*These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease. Not intended for use by children. If you are pregnant, nursing, or taking medications, consult your physician prior to use.