

High Performance Engine Maintenance - Customer Care & Follow Up

Presented By:
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The Objectives...

- With network marketing we traditionally focus on three main objectives:
 1. Recruiting
 2. Booking
 3. Selling

The Objectives...

- I have a fourth objective I put a lot of focus on...

4. Customer Care!

Where Does It All Start?

With the Customer Care Card and Their Information

Usborne Customer Care Card

Name _____ Phone _____

Address _____

City _____ State _____ Zip _____

Email _____ I email specials! Hostess/Event: _____

Are you interested in receiving **FREE BOOKS** for hosting an Usborne Home Workshop?

Yes Maybe No

Would you like more information about **MAKING MONEY** having an Usborne Business alongside of what you already do?

Yes Maybe No

Do you know any schools/organizations that might like to have an Usborne Book Fair or Fundraiser? Please list them!

Do you know any schools/organizations that would enjoy a *reading incentive program*? Please list them!

Check if applicable:

- Teacher
- Childcare Center/Daycare Provider
- Homeschooler
- Librarian
- Church School Teacher/Admin.

The Fortune is in the Follow Up!

- Unknown



Be Your Customer's Consultant for Life!

- Belinda Ellsworth

My Current System has allowed me to enjoy an increase in...

1. Customer Orders and Re-orders
2. Opportunities to Book Home Shows
3. Opportunities to Recruit More Consultants
4. Opportunities to Gain Referrals
5. Contact with My Customers
 - Touch them more often
 - Build my relationship with them
 - Build Loyalty!
6. Productivity
 - When you are asking your customers what they need – be prepared to take care of all the business you'll be generating
7. Income! 😊

How I Manage My Customer Care...

- Customer Care Database
- Customer Care Calling

My 4-Question Calling System

- 1 Are you enjoying what you ordered?
- 2 Is there anything else you might be needing?
- 3 I have a couple of specials – would you like to hear about them?
- 4 As your consultant, when would you like to hear from me again?

Tools to Manage Customer Care

- 1 Tickler System
- 2 IT Tools
 - A. inTouch
 - i. Lists
 - ii. Campaigns
 - B. Contact Manager
 - C. Sales Manager

If you can make a sale,
You can earn a commission.

If you make a friend,
You can earn a fortune.

- Jeffrey Gitomer
Little Red Book of Selling

Questions??