

VIPS

By Roselle Fryberg

425-422-1421

What is a VIP Customer/VIP Program?

-They pay a ONE time fee of \$20

-They agree to 3 flexships of at least \$84 within their lifetime.

-They also receive

- Free shipping
- Access to sales
- Free products with flexships
- Birthday Coupon
- 15% off (plus an additional 15-25% off with Purchase plus program)
- Refer a Friend program (VIPs are their friends that sign up as a VIP receive \$20 towards their next flexships)

Talking with and getting potential VIPS:

-Start with talking to your "Hot Market". Let those closest to you know that you just started this business and their support would mean the world to you.

-Make sure all your VIP conversations and hair fitting are going through your upline or our Team chat for at least the first month. It is important that we get our customers on the perfect products in order to have happy customers (who become loyal customers who tell the world about their bomb hair/skin).

-Create posts that create curiosity (remember that we are shares-people NOT salespeople)

- Share how amazing your hair feels.
- BE TRUE TO YOU!
- Share how clean your scalp feels.
- Share how long you have gone without a wash and how clean your hair still is.
- Talk about your favorite ways to style your hair and why.
- Do a tutorial.
- Every time you wash your face, wash your hair, fix your hair or do your skincare routine is an opportunity to share your business.
- Take all of the before and after pictures. Document your whole journey.
- Share your glowy skin.
- Share your love of your results.
- Share how this journey has made you feel.
- Share your journey.... Share YOU
- Stay consistent. The more you share.... The more seeds are planted.

-What to do when people are interested:

- Be genuine. Lead your business with love and a heart for helping people. Genuinely listen and care about people's sacred hair and hair goals.
- Talk to people like they are your sister or best friend (not like customer service).
- Ask all about their hair in a conversation.
 - Tell me all about your hair.
 - Any issues?
 - Oily, dry scalp or both?
 - Curly or straight?
 - Thick or Thin?
 - Thin or course?
 - Do you use heat?
 - How do you usually style?
 - What are your hair goals?

- **SEND THEIR HAIR PROFILE IN TO OUR GROUP CHAT** so we can help each other.
- After you tell them the products they need and they ask for the price, offer to make them a cart to price our the bundle and discounts.
 - Login
 - Click Enroll
 - Enroll VIP
 - Add products to their cart and click NEXT.
 - Create flexship (They won't charge for this), add an oil and push the date out as far as possible (date and products can always be changed). Click NEXT.
 - Add their info, make password their first & last name, password: Monat1! And press SAVE.
 - You are the sponsor.
 - It will have your email and their email. Press SAVE.
 - Make sure they know about how amazing our VIP program is.
 - Let them know their cart was sent to their email.

After they sign up:

- Check in with them.
- Always check your flexship reports and let your VIPS know when their flexship is approaching.
- Offer them samples and show them love.