SETTING UP YOUR OFFICE AND BUSINESS FOR SUCCESS RIGHT AWAY!

✓ Familiarize yourself with the following Web Sites:
  ✓ ___________.arbonne.com (your personal site)
  ✓ Arbonne.com
  ✓ The Source – found by logging into your Arbonne website and selecting ‘The Source’
  ✓ Our nation website: dugannation.com - training and resources, and our system materials

Look for "15 Steps" page and use "foundation" as your password. Here you find all of our tools for growing as big a business as you want! Make sure to begin in before Step 1, at FOUNDATIONS.

✓ Set up your Phone Message: “You’ve reached_________. Independent Consultant with Arbonne International…” You are in business, so you must show up that way. Having no message or a casual one does not exude professionalism.

✓ Set up Curiosity Packs: demo and most materials on our website in Step 3 - Curiosity Folder:

  Include:
  ✓ Arbonne Opportunity Brochure
  ✓ Paul Zane Pilzer article- The Next Millionaires OR Wealth In Wellness
  ✓ Is Arbonne for You?
  ✓ An EOA – found at success.arbonne.com
  ✓ Product sample and usage card *unless giving a full RE9 Gold Bag or Fit Kit for sampling
  ✓ Your business card

❖ We recommend you order 6x9 Clear Envelopes through UniquePackaging on Amazon to hold these materials. OR Another great way to present them is using green or clear 2 pocket folders.

✓ Set up your CRM account through your Arbonne Dashboard: using a GREAT tool like this for Follow-up and Client care can vastly improve your business growth and relationships with clients. Your account is FREE for the first 2 months of your business and by using it daily you will learn the habits needed to maintain good client care. Happy clients=a thriving business and often, future business partners.
✓ Set up a **Business Aids Binder** for presentations
   ✓ Laminated copy of the Core Presentation outline
   ✓ Laminated or sheet protected Closing sheets
     ✓ Copies of Guest Profiles
     ✓ PC/CNS Applications
   ✓ Host Brochures and planners
     ✓ CNS free product list
     ✓ PC free product list

Set up your **Gold Bags** and **Fit Kits**

**Gold Bags: (in gold tote bags)**
✓ Pump all bottles ready for use.
✓ Label all bottles with ‘Tester’ stickers
✓ Add a laminated an RE9 usage card (found on our team website)
✓ Your Business Card

**Fit Kits: (in clear envelope)**
✓ 1 each or only 1- Vanilla and Chocolate individual shake packs
✓ 1 each or only 1- Pomegranate and Citrus Fizz sticks
   ✓ Detox tea Bag
   ✓ 1 pack Digestion Plus
   ✓ 1 or 2 Fit Chews *optional
     (found on team website)
✓ Healthy Living Cheat Sheet

✓ Upcoming Clean Eating Challenge Flyer
✓ Your Business Card

✓ Pack your **GO Bag** with everything you will need for a presentation:
   ✓ Catalogs for each guest
   ✓ Business Aids Binder
   ✓ RE9 w/Genius Pads ASVP products
   ✓ Healthy Living ASVP products
     ✓ Calculator
     ✓ Pens
   ✓ Mini cups for demo tasting
   ✓ Additional 3 products to share
     ✓ Your Calendar

✓ Set up **New Business Builder Folders** so they are ready when you sponsor someone:
   ✓ Copy of Your First Thirty Days
   ✓ New Business Builder Guide
     ✓ EOAs
     ✓ Notebook to gift
   ✓ Additional Industry Article
     ✓ CNS Application
     ✓ CNS order form
**Things to AVOID**

**AVOID** Telling people half the story and 'putting out the feelers' You want to tell them the whole story otherwise they make assumptions based on opinions and fears.

**AVOID** Going out and 'vomiting' Arbonne and people thinking that's suddenly all you talk about! You still want to talk about everything else too and find out what's happening in their life.

**AVOID** Turning social situations into a chance to talk about Arbonne, you want to keep business and social separate and if people are asking lots of questions say something like: “Since we're out celebrating at the moment, let's meet for coffee next week and I'll tell you all about it then.

**AVOID** Arranging a coffee with someone to catch up and the pull out a gold bag or FIT KIt. You want to make sure people understand that you want to meet to share your business and how it might help them or others they know.

**AVOID** Posting it all over Facebook. Social Media has revolutionized Network Marketing and can be a very effective business tool when used wisely. Avoid posting pictures of the products to promote them as it looks like sales, avoid writing an intense status and avoid sharing links that others post unless you know it's from a reputable source. The most effective way is to just be yourself and promote your lifestyle through pictures.

**AVOID** letting other's negativity effect you. If someone hasn't hear the full presentation, then their opinions are not based on fact. You know more than them.

**AVOID** Trying to convince anyone about Arbonne, Amateurs convince and Professionals sort. It is our job to share this opportunity with someone and leave them to decide it it's a YES or NO for them. It really doesn't matter either way. You have made a decision to be successful and their decision only affects them, so just move on!

**IMPORTANT**: it's best to email new prospects ASAP, a link to your WEBSITE, making it easier to learn about Arbonne and preventing them googling all sorts of garbage about Network Marketing that floats around the internet. Anyone can say anything on the internet and they WILL find negativity if they are looking for it.
Answers to the most Common Questions:

**What is Network Marketing:**
It’s word of mouth advertising. It’s a way of distributing a better quality product at a reasonable price by cutting out the expense of advertising and the expensive process of traditional retailing.

**What is Arbonne?**
We’re a Vegan certified, Gluten-Free, botanically based health & wellness company with Swiss heritage. We’ve been established in the USA for 36 years and we’re continuing a global expansion that includes Canada, the UK, Australia, Poland, New Zealand and soon, Taiwan. My role is to share the products and business with my network.

**How do you make money from Arbonne?**
We’re already using personal care products like Shampoo, Moisturizer, Vitamins and Deodorant every day. I show people how to redirect their spending from where they're buying these products at the moment and buy them online from their own personal Arbonne ‘shop’. People then simply share this concept with others, and over time you build an online consumer network of 1000’s of people, all consuming the products every month and we all get paid commission on the turnover created.

**Is it a Pyramid?**
No. Pyramids are illegal, and have no products. Essentially they're financial scams, like the Bernie Madoff scandal on Wall Street. Pyramids are based on people investing money and waiting until they reach the ‘top’ of the pyramid to receive money. Arbonne is Network Marketing company that distributes products, and is effort based. You only earn off the volume of the products purchased for consumption and not on people joining. It’s possible for people to promote above their sponsor and earn more than them.

**What’s so great about the products?**
They have all the benefits that people are looking for today and contain no synthetic preservatives, petroleum based bulk fillers, chemical dyes, or animal by-products so are safe to use and results driven. They are introduced on a ‘try before you buy’ basis; as we find that most people do love them!
How does it work?

Luckily, in terms of skills, everyone has been doing Network Marketing all their lives! We constantly recommend things to people we meet, such as: Films, Restaurants, Books, Vacation spots, Hairdressers, Doctors etc.. The only difference is we don’t get paid for those recommendations.

If people choose to join the business or like our products, they become brand loyal and switch their spending from the shopping mall, drug stores etc., to Arbonne. Then they can order directly from the website, and products are delivered to their homes. Of course, all products are consumable and so when they use them up, they reorder!! There are special offers available on an ongoing basis and you can save up to 80% off, depending upon how you order.

Every time someone in your Network orders from the website you receive a ‘thank you’ percentage from Arbonne which is paid into your own ‘online’ account. To start with the rewards are very small, but as your Network grows, so does your check! We are paid monthly either by check or directly into our banks.

There seems to be some negativity on the internet...Is Arbonne a Scam?

No. It’s a 36-year-old company that won an Ernst & Young award a few years ago. Amongst our investors are Bank of America and GE Capital, who are taking us global. It’s number 37 in the top 100 Network Marketing Companies and continues to boom, even during tough economic times. It’s really rather easy to find negative opinions about ANY opportunity online since anyone can start a blog, make a comment etc.. Be sure you are looking at reputable sources and also know I am willing answer any questions or concerns you may have.

How much time does it take?

Most people invest 5-10 hours per week, on average, when they start their business and run it alongside what they are currently doing. However, we advocate you spend as much time as you choose. I didn’t have time for a hobby but I was very prepared to devote time to building a million dollar business. It’s not instant gratification, but people who are at the top level with Arbonne made it there with consistent work after about 3 years.
**Reading Resources:**

- Just a FEW…ask your upline for more suggestions as well!

- *The FlipFlop CEO* by Janine Finner, Lory Muirhead & Whitney Roberts
- *The 45Second Presentation that will change your life* by Don Failla (CD & Book)
- *The Four Year Career* by Richard Bliss Brooke (Book)
- *The Invisible Profit System* by Chris Widener
- *Brilliant Compensation* by Tim Sales (CD)
- *Making the Shift* by Darren Hardy (CD)
- *Building your Business* by Jim Rohn (CD)
- *The Slight Edge* by Jeff Olson (CD & Book)
- *Dare to Dream and Work to Win* by Tom Barrett (CD & Book)
- *Making the First Circle Work* by Randy Gage (Book)
- *How to Win Friends and Influence People* by Napoleon Hill (CD & Book)
- *Learn the Secret ‘Language of Prospects’* by ‘Big Al’ Schreiter
- *It’s not About You* by Bob Burg and Johan David Mann
- *It’s Not Over Until You Win!"* by Les Brown
- *Developing the Leader Within You* by John C. Maxwell
- *The New Wellness Revolution* by Paul Zane Pilzer
- *On Fire* by John O’Leary