



CHECKLIST: FOLLOWING UP WITH NEW MEMBERS

STEP 1: At Enrollment—New Members Premium Starter Kit

- Offer promotions and ER opportunity during enrollment.
- Give welcome gift to new member (ideally within 3 days of creating account)

STEP 2: First Week's Follow Up

- Add the new enrollee to the Facebook group "LWN Lifestyle" (Friend request new members if you are not "Facebook friends".)
- Day 1 - Send a personal thank you card via snail mail! Always give first class service!
- Day 1 - Send "welcome letter" via email, updated to reflect your information
- Day 3 – Email Unboxing Your Premium Starter Kit
- Day 5 – Call new member to see if they have received their kit
- Day 7 – Email 100+ Uses for Your Premium Starter Kit
- Day 10 – Email Essential Rewards Explained Video
- Day 14+ Sit down with new member and take the Follow Up Packet with you to the first follow up meeting

STEP 3: First Follow-up after receiving their kit (preferably in person)

- Use "How to Lead a Follow-up Meeting"
- Go over kit- what's inside, uses, applications, diffusing etc.
- Go through the Follow Up Packet
 - "Ordering with Young Living" Show them how to log into their virtual office and how to make their next order
 - "Preparing Your Next Order" – help them start thinking about what other products they'd like to try
 - "Essential Rewards Flyer" - benefits- reduced shipping, points back into ER bank etc.
 - "Paying for Your Obsession"- show them how to get their product paid for
 - Circles – show them the business side - [Check out this YouTube video!](#)
- Invite them to a Business Opportunity and give them a copy of the Four Year Career and set a time to get back in touch with them in 3-5 days (order from www.blissbusiness.com)



- Set up a date to present a class at their house or a coffee shop to share with friends; help them pay for their product.
- Invite them to upcoming continued education/specialty classes held by Executive and Above Leadership in your area and/or online!

STEP 4: Second Follow-up, 1-2 weeks later- THE FORTUNE IS IN THE FOLLOW UP!

- Which oils are they liking the most and what testimonials do they already have?
- Do they have any questions on oil uses, other products, etc.?
- Introduce new members to favorite consumable lifestyle products including [NingXia Red](#) and [Thieves](#)
- Are people asking about the oils? - good lead-in to have them host a class with their friends/family. ((I-WE-YOU.... I present a class, WE present a class, YOU present a class as upline watches/assists as needed).
- Invite them to “Business Opportunity with Young Living” Class

STEP 5: Next Follow-ups (a month out)

- Can be a quick phone call or text (if preferred) to check in
- Send a brochure, article or card with a short, personal note to fit their interest area.
- Personal invitations to upcoming classes

Long-term follow up: Keep in touch: Make 5 phone calls a week to touch base with **Personally Enrolled** people once a quarter. Keep a list and journal or use notes feature in Downline Viewer or Follow Up Box system ([click here for video](#)).