

THREE WAY SKITS

DISTRIBUTOR: *JILL*

PROSPECT: *SUE*

EXPERT: *BOB*

ACT 1

JILL just started her USANA business. BOB is her sponsor. JILL prospected SUE and gave her a video to watch last week. She is following up now.

****PHONE RINGS****

SUE: Hello.

JILL: Hi SUE, this is JILL. How are you?

SUE: I am doing ok.

JILL: Well, I was calling to see if you had found the time to take a look at that video I gave you last week.

SUE: Yes, I watched it the same day that you gave it to me. I was wondering when you were going to call me back, because I had a lot of questions.

JILL: Oh. Well let me try to find BOB, the guy that told me about USANA. He could probably answer your questions. If it is ok, I will try to get him on the phone.

SUE: Well, why do I have to talk to him....can't you help me?

JILL: Well, I am supposed to let him talk to you since I am new. I think I am supposed to get you on a three-way call or something.

SUE: I really don't have time for that, and if I can just talk to you, I'd rather do that. This probably isn't for me.

JILL: Well, ok. I will come by in a couple of weeks and pick up the video. Sorry I bothered you.

PROBLEMS WITH SKIT 1

Gave the video out last week, let the tools get cold

Didn't follow up in 24 to 48 hours

Didn't have the expert on the phone.

Asked permission for a 3 way

Didn't get tools back quickly.

ACT 2

JILL just started her USANA business. BOB is her sponsor. JILL prospected SUE and gave her a video to watch last week. She is following up now.

*****PHONE RINGS*****

BOB: Hello, this is BOB.

JILL: Hi BOB, this is JILL. I was wondering if you had time to do a three-way follow up with me.

BOB: Sure. Who are we calling?

JILL: Well, her name is SUE and I worked with her in my last job. She is really smart and has a great personality. I gave her the Health & Freedom Video last week.

BOB: OK. Just a quick reminder though, when you hand out tools, follow up with them in the first 24 to 48 hours.

JILL: Oh yeah! I remember that from the basic training. I'll be sure and do that on the next person.

BOB: OK. Go ahead and three way over to SUE.

*****PHONE RINGS*****

SUE: Hello.

JILL: Hi SUE, this is JILL. How are you?

SUE: I am doing ok. I had a really bad day. Susie at work quit and I just now got home. I haven't eaten dinner yet. My dog pooped all over the house. AHFFF! I just want to sit down and relax.

JILL: So what happened with Susie. I thought she would have worked there forever. Something really bad must have happened for her to quit.

SUE: Oh....it did. I just don't even want to talk about it right now.

JILL: Oh. I almost forgot....I have this guy, BOB on the phone with me. We were calling to see if you watched that video I gave you.

SUE: What? Someone is on the phone with us?

JILL: Yeah..BOB are you there?

BOB: Hi SUE. It looks like we have caught you at a bad time. How about we call you back at a better time. Would tomorrow around 7:00 be good?

SUE: Yes...that would probably be better.

BOB: Sorry for the inconvenience. Goodbye.

SUE: Goodbye.

PROBLEMS WITH SKIT 2

Not asking if they have a minute

Not following up within 24 to 48 hours

Start talking to prospect about personal items without introducing expert first

Not edifying expert

Putting prospect in an embarrassing situation

ACT 3

JILL just started her USANA business. BOB is her sponsor. JILL prospected SUE and gave her a video to watch YESTERDAY. She is following up now.

*****PHONE RINGS*****

BOB: Hello, this is BOB.

JILL: Hi BOB, this is JILL. I was wondering if you had time to do a three-way follow up with me.

BOB: Sure. Who are we calling?

JILL: Well, her name is SUE and I worked with her in my last job. She is really smart and has a great personality. I gave her the Health & Freedom Video YESTERDAY.

BOB: GREAT. Let's call her.

*****PHONE RINGS*****

SUE: Hello.

JILL: Hi SUE, this is JILL. Do you have a minute?

SUE: Hi JILL. Yes I do.

JILL: Great. I wanted to introduce you to BOB, who I have on the line with us. He is the person who introduced me to USANA. He makes an incredible income working this business part time. He is very knowledgeable about the business and the products and I since I am new at this business, I just wanted him to be here to answer any questions you may have. BOB, this is SUE

BOB: Hi SUE. How are you doing today?

SUE: I am doing good.

BOB: Did you have an opportunity to take a look at that video?

SUE: No, not yet.

BOB: Well, I would encourage you to take a look at it as soon as possible. It has some very exciting information about this business...

*****JILL INTERRUPTS*****

JILL: Yeah SUE, the video is not really long and it is very good. You would enjoy it.

BOB: Can you take a look at the video tonight?

SUE: Yes, I can.

BOB: Great, we will call you back tomorrow night at this same time.

SUE: That would be fine.

JILL: Thanks SUE. I hope we didn't take up too much of your time. The video is really good. I am real excited about this business. It would be fun if we could work together. Oh....Bye BOB, I'm just gonna talk with SUE some more.

PROBLEMS WITH SKIT #3

INTERRUPTS EXPERT

Continues to talk to prospect after expert is off the phone

- *can talk them out of it
- *changes purpose of call
- *hurts experts credibility

ACT 4

JILL just started her USANA business. BOB is her sponsor. JILL prospected SUE and gave her a video to watch YESTERDAY. She is following up now.

****PHONE RINGS****

BOB: Hello, this is BOB.

JILL: Hi BOB, this is JILL. I was wondering if you had time to do a three-way follow up with me.

BOB: Sure. Who are we calling?

JILL: Well, her name is SUE and I worked with her in my last job. She is really smart and has a great personality. I gave her the Health & Freedom Video YESTERDAY.

BOB: GREAT. Let's call her.

****PHONE RINGS****

SUE: Hello.

JILL: Hi SUE, this is JILL. Do you have a minute?

SUE: Hi JILL. Yes I do.

JILL: Great. I wanted to introduce you to BOB, who I have on the line with us. He is the person who introduced me to USANA. He makes an incredible income working this business part time. He is very knowledgeable about the business and the products and I since I am new at this business, I just wanted him to be here to answer any questions you may have. BOB, this is SUE

BOB: Hi SUE. How are you doing today?

SUE: I am doing good.

BOB: Did you have an opportunity to take a look at that video?

SUE: Yes I did. It was very interesting, but I don't think I have time to do this business.

BOB: I know how you feel. *{ Appropriate personal story/answer }* *SAMPLE:* When my sponsor showed me this business, I was going to school and working full time. I was so busy and had no idea where I would find the time to build my own business. However, what I found was that I was able to steal minutes throughout the day. For example, I could drop off a video to someone during my lunch break, and instead of watching my favorite show on TV, I did a follow up call, like this with my sponsor. I found it only took a few hours a week to start building my business and those few

hours spent in the beginning translated into a steady residual income and now I have more free time than I ever imagined.

SUE: Oh, I see. I could do that. It doesn't take much time to hand out some information. Would I be able to call you and would you help me too?

BOB: I certainly would. We have an excellent training system that would teach you exactly how to do this business and you would work with myself, JILL and others on our team to help you build your business. Do you see an opportunity for yourself?

SUE: Yes, I do.

BOB: Where do you see yourself getting started?

SUE: Definitely in a three-business center? Is that what JILL did?

BOB: Yes it is. Can you afford to take advantage of that opportunity?

SUE: Yes, I can.

BOB: Great. How would you like to pay for that? USANA takes VISA, AMEX, Discover and MasterCard. We can three-way over right now and take care of your application.

SUE: I will pay for it with VISA....let me get my card.