

Retention Checklist

1. After your customer's first round of cleansing, send them this video to explain what their body just went through: <https://www.youtube.com/watch?v=tYKm7-ARWMA&feature=youtu.be>
2. After your cleanser reaches their goal, send them this video to walk them through what maintenance looks like: https://www.youtube.com/watch?v=_SQ0_f7y6tw&feature=youtu.be
3. Send congratulations card after first 30 day program to client with 2 business cards. Congratulate them and ask for referrals.
4. Touch point every 2 weeks once someone has hit maintenance. This can be through a text, FB messenger or even just a post/comment on their FB wall. Letting them know you are still around and periodically reaching out just to say "hi" or "how can I help you?"
5. Share the "eat for free" club to current product users. Show them how to find two people to share this with and how much they will make for doing just that. Explaining how many months of products they will get "for free" by sharing.
6. Contribute to the cleanse group by:
 - Posting links
 - Pictures of favorite products or how to use them
 - Posting videos
 - Posting podcasts
7. Keep up with quarterly challenges that are rolled out and reach out to people individually to get them excited about it.
8. Invite current cleansers to the virtual launch both for products and business and encourage them to invite people and share.
9. Create a matrix for yourself of how many people you will reach out to on a weekly/daily basis for the above items. 3/3/3 (3 current cleansers to share eat for free, 3 posts in the cleanse group, and 3 "touches" to those on maintenance.
10. Download your personally enrolled list from the back office and use this as your guide for your reach outs.
11. Contact those that are yellow or red in your back office to get started again.
12. Download and use the Isa Sales Tools app to send cleansers the most up to date information about products and Isagenix news in general. Keep them in the loop!