

Swiss Skin Care Workshop

“Arbonne is dedicated to bringing beauty, health and prosperity into your life, and the lives of others”.

The above is our mindset. It’s what we are all about. We are showing the sophistication of our product, company and how we do business. Make your workshop fun and educational. We want our guests to enjoy themselves.

Preparation for the Workshop

Goal of the Workshop

- Create educated consumers. Help them achieve fast results and beautiful skin. Skin care is 70% of our reorders and therefore should be our primary focus. An educated consumer creates residual income. We want to teach people to use our products DAILY and reorder them. Our goal is to sign up preferred clients and sell RSVPs.
- Generate a minimum competency standard for our retail or business consultant which is to do an average of £300 per presentation.
- Book a minimum of 2 or more Swiss Skin Care Workshops.
- Invite everyone to the next Empower Your Life Opportunity Event or a personal consultation to explain the Arbonne income opportunity.
- Consultant comes from a place of service and teaches how to achieve radiant skin, how to take care of your skin, how to achieve a finished look with the Arbonne Cosmetics basics; primer, concealer, foundation, bronzer, lip liner and lip polish and why ingredients are important.

Items to Bring

Products

Note: Products should be in brand new condition. Bring sets in one bag. Easy to set up, easy to pack up.

RE9 Advanced Set in Gold Tote	RE9 Treatments - Supplement, Neck, Lift
RE9 Body Wash and Body Cream	FC5 Set in Blue Tote
FC5 Shower Set in Set Box	Primer
Liquid Foundation Samples	Mineral Foundation Samples
Eye Liners (optional)	Mascara & Disposable Mascara Brushes (optional)
Lash Enhancer (optional)	Lip Polish & Disposable Lip Brushes
Lip Liners	Concealer
Bronzer	Skin Conditioning Oil

*re: foundations - you may want to have a few of each mineral/liquid/tinted moist -to test with otherwise you use a lot of samples. Liquid: Buff, Honey Beige, and Neutral Beige, Rosy Beige. Mineral: Light, Medium Beige, Tan. Tinted Moisturizer: Light, Medium and Medium Beige.

Tools

For Guests:

Product Catalogues (with your label)

- Pre-Order Forms
- Customer Care Forms
- Application Forms
- Invitations to next Empower Your Life Arbonne Advantage/Opportunity Event
- Host Packets
- Sampling of Arbonne Cosmetics (see booking section of Script - Arb Cos WS)
- Sea Source Sample to go in Host Packets

Consultant Tools and Supplies:

Your Master Catalogue + workshop script or cards
 Before/After Laminated Photos
 Hostess Gift
 "Bring a Friend" Thank You Gift

Flannel for each guest
 Make Up Sponges
 Q-Tips
 Brush Cleaner or Alcohol Wipes
 Makeup Brushes
 Mirrors
 Headbands

Mindset of Women Coming to the Class

- Women don't want to be sold to. They want to have a luxury experience; they want to have fun. Selling sets is the only way we can ensure our clients get the best and fastest Results. When women come to a presentation, they are thinking, "I'll buy 1 or 2 things."
- Keeping the sets together will help alleviate this thinking.
- You just want them to buy 1 thing - the ULTIMATE VALUE PACK WHICH IS THE RSVP. Remember "think in sets." Our guests do not know what an RSVP is - they think it means "**I'll get back to you**". We add value by calling it an Ultimate Value. We are building value throughout the presentation. Women buy value and they justify value.

Mindset of the Consultant

- Be of the SERVICE mentality, not the "sales" mentality.
- Keywords: **Swiss** and **Fast** will get people's attention.
- Weave your story throughout your presentation.
- Share what you love about your business. Use the words "income" opportunity in place of "business" opportunity.
- Have the mindset that each customer already bought the ULTIMATE VALUE PACK.
- Your presentation justifies the purchase.
- Start with the end in mind.
- The script will help you to create your own cue cards so that your presentation has your personality.

At the Workshop

Setting Up Your Display

- All the products stay in their respective bags.
- Keep all anti-ageing products grouped together, FC5 together, and makeup together. Do not put out individual bottles. You will go over these in the workshop as product "ranges". Put out makeup brushes, mirrors, headbands, make up cleanser, flannels, disposable mascara and lip brushes, q-tips, and sponges.
- It's a very simple set up. We are NOT doing a party. We are doing a workshop. The setup is everything in the Ultimate Value Pack, which is the RSVP. It should only take 5-10 minutes to set up-- nothing fancy.
- Whenever possible, try to have a new consultant with you who you can train and who can assist in giving out product to the guests.
- You will offer them a drink after they wash their face in the bathroom - they may decide to just try on their hands. That's okay. No food until after the class is over - otherwise you will be waiting until they eat to get started. You can even say *"The workshop will last for about 45 minutes and then we will have some snacks while you shop."* A bowl of chrisps and/or some nuts is always a good idea.
- Skin Conditioning Oil - this is a good product to have on hand in case someone has a reaction to something. It is very soothing and calming.

Guests Arrive

Notes: It is okay to use your script or note cards and catalogue. This is your safety net.

Examples of actual verbiage is in blue.

- **Meet and Greet Guests**

As guests come in, you meet and greet them. As soon as the first person walks in, welcome them and assist them in taking off their makeup in the bathroom. (some will leave their eye makeup on. That's okay! You are in control - this should not take long. (You can take 2 or 3 guests at one time). Get them in and out so that you can get them a drink and have them sit down for the workshop. The host should get their drinks.

"Lisa, Pam and Cindy would you like to come to the bathroom? We're just going to get started and take your makeup off now and take you through a couple of products (wash, toner, serum) and choose a foundation and concealer color for you."

- **Remove Make Up in Bathroom**

You are setting up the Swiss, luxury experience from the beginning. Use flannels or cotton pads to cleanse face and take off their makeup and then dry their face.

Once they use the flannel, they keep it with them throughout the class. Guest can

cleanse their own face. They learn to use the product and they become competent with the products.

Use Wash, Toner & Serum in Bathroom

In the bathroom, tell them this is going to be fun. This is your time to build rapport and have fun. Use your time in the bathroom productively. Make connections. Ask questions.

"What would be the one thing you'd like to change with your skin?"

"What products are you currently using?"

"We are going to start with a clean canvas tonight and use 3 products right now: our Wash, Toner and Serum. I'll tell you a little about them while you use them. This is going to prepare us for the anti-aging experience."

Cleanse: Cleanses face and removes makeup while leaving the skin soft and supple - no stripping or drying.

Tone: Use after Wash. Removes final traces of cleanser, regenerates, firms & tones & restores pH Balance.

Serum: Vitamin cocktail in a bottle. These products have prepared your skin for the anti-ageing experience.

Concealer and Foundation: I'm going to match a colour for you to use tonight. Would you like to try a mineral powder foundation tonight or a liquid. You, host or guests can help each other. If they don't use foundation offer the tinted moisturizer.

(By matching the color at this time your workshop will flow better towards the end when you give the quick makeup tips. Before you close your workshop.)

- Offer everyone a drink and invite them to sit down around the dining table or coffee table.
- Give them their Customer Care Form to fill out - they will keep this with them throughout the presentation.

Presentation Begins

Notes: Don't give the catalogues out until the workshop is over. Give them the catalogue at the end with the pre-order form in it. If you give out catalogues they will look through them and ask questions and make your workshop go longer.

Have the hostess open the workshop by thanking guests, sharing testimonial, and introduce the consultant.

- **Create Their Mindset**

"The essence of Arbonne is empowerment, confidence, looking and feeling your very best. Wouldn't you all agree that when you feel and look good you have more CONFIDENCE, YOU ARE MORE VIBRANT & HAPPY. Women wear so many hats - I'm sure some of you are mums, you work, you are homemakers. Tonight is about learning how to take care of you. Arbonne is all about Empowering people with the right products to change their skin, have healthy products for their family, save money by being a preferred client, or even building a business like me. At Arbonne we say **how old you are is your business, how old you look is our business**. I'll be sharing a few of the Arbonne Cosmetics at the end with some makeup tips that will help you achieve a fast, finished look."

- **Have your host welcome her guests, give her product testimonial and introduce you.**
- **Weave Your Story Throughout Your Presentation**

Start with your 3 minute introduction - why you are here and your own Arbonne testimonial with the products and plant seeds about how the opportunity has changed your life.

Thank everyone for being there. Thank the host, say something special about her and give her a gift. Remember, she is what links the guest to you. Make sure you make her feel special.

"We are always very grateful to our hosts because they allow us to share our amazing products with others. Because we don't advertise, we rely on hosts and clients to share their results and experience of the products and spread the good news about Arbonne.

At the end of the evening you will have an opportunity to book your own Workshop in the privacy of your home with friends/family too. You certainly can't go to a department store and do what we are going to do tonight. What we offer is unique - the workshops are educational and fun. We pride ourselves on taking the guess work out of skin care.

Please excuse me for referring to a script. It keeps me on track and I don't want to leave out any of the good things for you today." **Note: Remember, this also makes it look easy to duplicate.**

If a New Consultant is with You:

"_____ is just starting her Arbonne business and this is how we do on the job training. We have a script and someone to coach her. Today that is me. Our new consultants don't do this on their own until they are confident. This is a great way for them to learn.

Today, I promise you that you're going to be happy you came here. We are going to have fun! I'm going to share some exciting information about our Revolutionary Prestige Swiss Anti-Ageing products and you are going to be trying them.

My presentation is about 45 minutes long. Use your customer care form to jot down questions and build your wish list. **(Wish list is the bottom portion of the Customer Care Form).** Arbonne is affordable. It doesn't matter how many things you have on your wish list, there's always a way for you to get these products. And one of those ways is through our Ultimate Value Pack. When we are finished, I am going to share this with you as it reduces the price of your products by 50%."

- **Let's talk about Skin Care in the Global Marketplace:**

1. Economy Formulations - usually found in supermarkets, beauty supply stores and some direct selling brands;
2. Premium Formulations - found in department stores and salons
3. Prestige Formulations - premium product, with distinction. Highest quality ingredients, extremely expensive and not readily available to everyone because they are expensive.

Arbonne is part of the 3rd category – Prestige Swiss Premium Skin Care. As I stated earlier our products are distributed through the Direct Selling method so we can offer them at affordable prices.

I challenge you to find a product with 9 key anti-aging ingredients at the price Arbonne offers. The products are developed under the highest Swiss standards and that is what makes Arbonne different - Swiss formulated with Swiss Standards.

- We have proprietary formulas. We own our formulations and you can't get these products anywhere except through an Arbonne Consultant or you can order direct as a Preferred Client.
- Because we don't advertise, we have no middlemen. This enables us to get these fabulous products in the hands of our consumers for an economical price.

Arbonne Difference:

- **Go through Arbonne Difference Proprietary Formulas :**

"There are many ingredients that cosmetic companies use because they are cheap and readily available that do not belong on your skin.

Mineral Oil - we don't use it. It is occlusive, interferes with the function of the skin which is to breath in oxygen and breath out toxins. It can be very clogging to your pores.

Dyes or Chemical Fragrances - these are selling agents and the #1 and #2 skin irritants.

Animal by-Products - do you know who the biggest customer of the animal fat renderer is? Cosmetic Companies. They use animal fat as thickeners and expanders in the formulations. Fat comes from farm animal carcasses, including those that have been given steroids and hormones, euthanized pets just to name a few - the oil is rendered and sold. Some of the ingredients you might recognize are listed as: tallow - beef fat/lipsticks, lanolin- oil glands of sheep/creams & lotions, Glycerin- animal fat/creams & lotions, Collagen- usually derived from animal tissues. I don't know about you but I don't want that on my skin or in my lipstick.

Arbonne Products Are - pure, safe and beneficial. They do what they say they are going to do. And they do it in a healthy way:

They are botanically based - so your skin is gently nourished and infused with plant nutrients and herbs that are combined with Science and Technology to offer superior benefits.

pH Correct - keeping your skin pH correct is one of the ways of protecting against aging. Because the products are pH correct they won't upset the natural barrier that protects the skin.

Hypoallergenic - non irritating ingredients - formulated so that the most sensitive of skins can use our products.

They are Cruelty Free - no animal testing and no animal by-products. Substantiation and safety testing is done in independent laboratories on volunteer human panels.

Arbonne Products are Free of: Parabens, PABA, Sodium Laurel Sulfate, Propylene Glycol, Petroleum free and Vegan Certified

We use the earth's natural resources to make the purest, safest, most beneficial skin care, Cosmetics and Nutritional products.

Arbonne's Green Commitment - back of our catalogue - we use innovative environmental practices to minimize any impact to the earth.

When we were cleansing I asked "What is the one thing that you would like to change with your skin?"

Involve guests - let them call out some concerns. Make sure to let them know they will all be addressed with the products.

We use skin care to prevent these issues or to repair them. Our skin is constantly combating the harsh elements of the environment both inside and out.

- Too much sun breaks down the skin cells, causes a loss of elasticity, lines, wrinkles and brown spots.

- Ageing and too much sun causes a loss of collagen, dehydration -skin loses its ability to hold moisture and it loses its youthful appearance.
- The earlier you start taking care of your skin the better. With Arbonne it is never too late to have beautiful skin.

- **RE9 Advanced:**

"RE9 Advanced takes a breakthrough approach to anti-aging; topical treatments with an age-defying supplement that accelerates the results twice as fast.

As I go through the products tonight - keep in mind that these products include 9 key anti-ageing, anti-wrinkle ingredients in one line that help support and stimulate your collagen production, gives your skin more strength and elasticity, gives you antioxidant protection, softens, conditions protects and repairs the skin.

How does it do all of this? I'm just going to share few of the key ingredients & how they work:

High concentration of **Vitamin C** helps the product penetrate the skin better and helps to support collagen and provides antioxidant protection against free radical damage.

Algae extract enhances the activity of Vitamin C and dramatically diminishes the appearance of fine lines and wrinkles.

Alpha Lipoic Acid, powerful antioxidant

Copper - softens

Peptides - protein strands that enhance smoothness, while diminishing the appearance of fine lines and wrinkles

Alpha and Beta Hydroxy Acids reveal the next layer of skin, reduce signs of ageing and improve texture of skin.

Botanicals such as Kudzu which improves the skin firmness and tone and **Marine Lavender** - helps reduce the appearance of wrinkles

This formulation of **ingredients** along with **Vitashpere Technology** which is a delivery system - tiny time-released capsules that delivers antioxidants to the cellular level for smooth and supple skin - has made RE9 a revolution in Anti-Ageing. It's self-adjusting and releases only the amount of vitamins, oil and water that your skin cells need.

- **Pass around Before and After Visible Results - should be in plastic sleeves or laminated**

Presenting the RE9 Advanced Set

Keep the RE9 in the gold bag and hold it close to you as you pass one product around at a time. Put each product back in the bag after you are done using it. This reinforces that it is sold in a set and that you don't break up the set. Fold the bag down - looks great.

“Are you excited to try these Products?” We are going to go through what we call your "luxury day and night set right now. Purchasing your product in a set will allow you to maximize the anti-ageing results. You just need a little drop of the product – there are no fillers or waxes in our line. A little goes a long way.”

Cleanser, Toner, and Serum

“How is your skin feeling right now? You’ve already used the Smoothing Facial Cleanser, Regenerating Toner and Intensive Renewal Serum.

I’d like to quickly re-cap the benefits of each of the products that we used earlier. These are very important steps to maintaining and perfecting your skin. At home the 6 steps I'm going to show you will take you less than 5 minutes morning/night. Isn't having beautiful skin worth 5 min morn/night?"

- Cleanser: Gently cleanses & removes make up without stripping or drying and adds protection.
- Toner: Regenerates, firms, tones, restores ph Balance.
- Serum: Renewal Serum - collagen supporting ingredients that visibly firms and lifts the skin and diminishes fine lines and wrinkles.
- **Pass or distribute a little of each of the following products for the guests to use on their face or the back of their hand.**

- **Corrective Eye Crème**

“This product is formulated specifically for the eye area. It supports collagen, firms up the eye area, reduces puffiness and diminishes dark circles.”

- **Restorative Day Crème with SPF 20**

"Amazing - Light and Powerful. I does 3 things at once: moisturizes, supports collagen and protects from the environment with SPF 20. Those of you who have been told you must use a product with Zinc but you don't like the white coverage it gives you. This product has Zinc. It just doesn't look white. Restores and Repairs."

- **Night Repair Crème**

“This ultra hydrating blend of botanicals and concentrated Vitamin C and peptides supports and repairs the skin while you sleep. It strengthens, firms and renews the skin.

How does your skin feel? Wasn’t that easy? This is food and vitamins for your skin. Hopefully I addressed the 1 thing you wanted to change? You are going to see visible results immediately with this line."

- **Luxury Day and Night Routine**

“This is your Comprehensive Luxury Day and Night Routine. Six products that combat the signs of aging and restore balance and health to your skin. It retails for £244. It is a great value, wouldn't you agree? When you purchase it in the Value Pack that I am

going to share with you at the end of my presentation, you can purchase it for 50% off making it only £122!

- If we sold this in the department stores, you would pay upwards of a £500 for it. Your skin is just going to feel better as the day/night goes on. This is a great set and you get a free travel size Age-Defying Neck Cream when you purchase the set.

"Now I'm Going To Share With You Our Treatment Trio" These are products that will take your skin to an even more beautiful level and they are preventative products. People spend enormous amounts of money with beauticians and doctors to try to restore their skin. Using products that are preventative is the key.

- **Instant Lift Gel** - "This is like a face lift in a bottle. This lifting effect lasts for 6 hours and it is instant. Apply this to the RIGHT side of your face above your eyebrow and cheek area and watch your eyebrows and the plumpness of your cheeks change. It is also working at the cellular level to repair the skin. You get both short term and long term affects from this product. Normally this will go all over your face before the moisturizer and eye cream. This product is £35 If you choose it in your value pack it is £17.50!
- **Collagen Support Dietary Supplement** - this is the internal anti-aging part of the RE9 Advanced line. It has an exclusive blend of nutrients which include:
 - vitamins A, C, E, D and zinc that nourish the skin.
 - Helps support skin in health and function, including collagen production and helps with the clarity and tone.
 - It also has Coenzyme Q10 - age defying vitamin that helps maintain healthy cells. This is the product that makes the system work twice as fast.
 - This supplement is £36 If you choose it in your value pack it is £18!
- **Age Defying Neck Cream** -The neck is always exposed and usually overlooked. Lifts, firms and tightens the décolleté and neck to smooth the appearance of fine lines and wrinkles. It has Algae extract, Vitamin C, Amino Acids and Peptides. This product retails for £60. When you purchase a value pack, as a preferred client you get to choose a free gift. **(I recommend choosing this product or the firming body cream as your free gift)**

"What one thing did you learn about your skin or ingredients tonight?" **Allow Guests to Share.**

SOME OTHER FAVORITES:

- **RE9 Nourishing Body Wash** - We have anti-aging for the body as well as the face. RE9 Body Wash with vitamins and antioxidants - nourishes and tones while cleansing. Retails for £27 If you choose it in your Value Pack £13.50!
- **RE9 Firming Body Cream** - This is a luxurious cream that supports collagen and elastin to help promote a firmer and smoother look and feel to your skin. I love this product so much it should have a warning label that says, watch out, this product is addictive. Retails for £50 If you choose it in your Value Pack £25!

- Or you may enjoy our FC5 Shower Set.
- **FC5 Shower Set includes: Shampoo, Conditioner, Body Cleanser - 3 products in the set.**

Take the shower set out of the box and pass the products around. Let them see it is a set. Let them smell the shampoo. We have a beautiful shampoo, conditioner (safe for colored hair) and body cleanser. Don't they smell amazing!? All 3 together retails for £41. This is a great item to add to your Value Pack- then it is only £20.50!

"That is our Luxury Anti-Ageing Product Line. Wasn't that fun. Now we are going to have some more fun as I give you a few quick makeup tips with our Anti-Ageing Cosmetics line. Once you have used pure, botanical products to take care of your skin, you don't want to put just any old make up line on. You want beauty with benefits – that is the Arbonne Cosmetics line. Remember what I shared about the animal by products. Cosmetic companies are notorious for using them in makeup.

Arbonne uses beautiful science for a beautiful look. What makes our makeup different - botanicals based with antioxidant vitamins - which is why we say beauty with benefits. We actually have an anti-aging cosmetics line. It is sheer and light.

- Arbonne's exclusive "Optilight Technology" works in two ways - light is diffused to create a soft-focus effect and the finely sized pigments allow skin to breathe, so the makeup feels light as air and creates a healthy glow. It is soft, silky and easy to blend.
- **Arbonne Cosmetics**

- "What we are going to do for the next 10 minutes is go over how you can have a finished look with a few great tips with the our anti-ageing cosmetics line. This is a quick, polished look that you can create in 5 minutes.

- We are not going to use eye shadows/lipstick. That is a Cosmetics Workshop. However, I would recommend that you book one with me tonight! "Arbonne Cosmetics Workshops" with a few friends is so much fun. You get to try new colors new looks - smoky eye or Audrey Hepburn look. You will love the eye shadows, blushes and lipsticks. We have 14 lipstick shades. This is definitely a fun girls night out.

- I like to give out booking gifts. This is what you will get when you book a workshop tonight!! "I call this a "**Spa Treatment in a Bag/Booking Gift**"

Suggestion: packet of samples for them to try - 1 packet of the Sea Source Bath Soak, Sea Source Sample Pack, lip gloss and primer sample. (in the bag- host rewards and document "Is This Business For You?"

- **Primer** - Have everyone apply their Primer.

"We love the makeup primer. It is another anti-ageing product that has a blend of vitamins that help to perfect the skin pigments, smoothes & minimizes enlarged pores." This is one of those must have's that goes into your value pack. £24 If you choose it in your value pack £12

Tip: Primer is used to minimize pores before applying foundation. Also use it on your eyelids to give staying power to eye shadow. Your makeup will last longer with it.

- I'm going to show you quickly how to put on your concealer, foundation and bronzer. (give tips on concealer, foundation and bronzer then apply to model/guest if you like. If you have someone assisting you - which I recommend, have her do the model)

- **Concealer**

“The concealer is used for dark circles and skin blemishes. It's a velvety formula that dries to a powder soft finish. Comes in 3 shades. £16 If you choose it in your value pack £8.

Tip: Apply it in a 1/2 moon in the inside corner of the eye, then out on top lid not past the pupil, and under eye, not past the pupil. Concealer colour should be lighter than your skin (1 shade lighter than foundation). I like applying it with a flat concealer brush.

- **Perfecting Liquid Foundation with SPF 15 –**

“Our liquid foundation firms, lifts and smoothes while providing sun protection. Comes in 15 shades. £29 If you choose it in your value pack £14.50.

Tip: always use a sponge - little dot on forehead, cheek, nose, chin - blend - make sure the jaw line and hair line is blended well.”

- **Natural Radiance Mineral Powder Foundation with SPF 15 –**

“Gives the same flawless finish as the Liquid. It gives a soft focus effect with sun protection. Comes in 8 shades. £26 If you choose it in your value pack £13.

- **Sheer Finish Tinted moisturizer with SPF 15**

This is perfect for people who want sun protection and minimal coverage. It comes in 6 shades. £24 If you choose it in your value pack £12.

Tip: This is a great product for the beach or gym.

- **Bronzer**

“We have a great bronzer. It blends with any type of skin. Brush on for a flawless looking sun-kissed finish.” £19 If you choose it in your value pack £9.50.

Tip: - apply to cheeks and brow bones to create a "sun-kissed" glow. (make sure each guest has a brush to try this with or a cotton ball).

- **Lip Liner** - “Smudge-proof creamy liner - helps to extend the wear of the polish or lipstick.” 6 shades. £15 If you choose it in your value pack £7.50.

Tip: Biggest mistake women make is to not use lip liner or to choose too dark of a color - Lip liner helps your lipstick or polish last longer and gives your lips definition - Choose a colour one shade darker than your lipstick. Start at the top lip and create a heart in the middle of the top lip - put a line in the middle of the bottom lip and connect the dots.

- **Lip Polish**

Lip polish is silky smooth and glides on. It has superior shine without stickiness. It's filled with botanicals, Vitamin A and E and wild mango butter. 7 Shades. £16 If you choose it in your value pack £8

Tip: Use it alone to add definition to your lips or on top of your lipstick. Lip polish, bronzer and mascara is a fast, natural yet polished look!

- **Triple Action Mascara**

"Defines, lengthens and volumizes lashes with a smudge resistant long-wearing formula. £22 If you choose it in your value pack £11.

Tip: - hold a small hand/compact mirror in front of you and apply your mascara looking a bit down in the mirror. If you do this you will apply the mascara from the base of your lashes which creates the appearance of longer lashes. Mascara is a must even when you don't have time to do all of your make-up - Give eyes definition."

"What was your favorite tip? Doesn't it feel light?"

Give Compliments. If you used someone as a model share what colors you used for her lips and foundation.

I'd like to thank our host (name) again. Whatever you order tonight will benefit her and she is going to be choosing some great products for hosting the workshop.

- **Closing**

"It was such a pleasure spending the evening with you. You all look beautiful. I've used these products for _____. I have never wanted to use anything else because I know they are the best. Your skin just keeps getting better and better, healthier and more radiant. We are going to have some snacks while you shop. This is the most fun part of the evening.

- A couple of housekeeping tips: Make sure your customer care form is filled out. **(hold up the form)** I want to give you superior customer service and this information will help me. I'm going to make sure that you have all of my information so that you will always be able to contact me." **(Make sure and collect the customer care cards at the end when you meet with them individually) Pass out catalogues with the pre-order form (R.S. Value Pack) in it.**

I'll be meeting with each of you individually and we can look over your wish list together. I told you earlier that I was going to share with you how you can get these Swiss-Premium Products at an economical price. If you turn to page 53 in your catalogue, we

will go over the 3 ways to win together.

1) Client - shop retail and enjoy great customer service and convenient delivery. If this is what you choose I recommend starting with the items you can't live without and then book your own workshop in the privacy of your home with a few of your friends to get the rest. I'm sure that you checked quite a few products for your wish list and I'd love to get those to you at our generous host discount and reward you with some free gifts for hosting. (hold up host rewards and show the booking gift/Spa Treatment in a Bag).

2) Our most popular way to get the products is becoming a Preferred Client. It's £18 to join and this entitles you to shop at a 20% discount for 12 months. You will have the convenience of shopping on line and having products shipped directly to your home and still get great customer care and specials passed down through me. What is really great about the preferred client status is that you qualify for the Ultimate Value Pack that I spoke about throughout the presentation tonight. ****This selection gives you a great range of luxury anti ageing skin products and some of the cosmetics. If there is something that you don't want, you can substitute it with something else. I will help you do that. (don't use the other close sheet options unless someone says they can't afford the Ultimate Value Pack/RSVP during your individual close. Then use the 4-Square close sheet)**

Plus you can choose a free product of your choice from the catalogue. ***(I recommend the neck cream for £60 or the body cream for £50).***

3) The third way to win, become a consultant and take advantage of our income opportunity. We have people from all walks of life experiencing success in Arbonne. Rather you want to make extra money to supplement your income or maybe your looking to replace your full time income or looking for a new career. Most people I talk to are either looking for a way to have more time, more choices or more money in their life. If you are curious and would like to take a closer look I have an invitation for you to our next Empower Your Life with Arbonne Event. I would love to set up a time to discuss how we might fit Arbonne in and around your lifestyle." **Share a little about how Arbonne has changed your life - what you have achieved or what you are creating for your family with your business. Make sure you have EYL invites.**

- "Arbonne intends to be the biggest skincare and nutrition success story in the world and I would love for you to join us. We are a company dedicated to improving people's lives. The products will change how you look and feel - the income opportunity can change your life.
- I'm going to be packing up in the next 30 minutes. I'm ready to meet with whoever needs to leave first.

Snacks and Meet Individually/Take Orders /Get Bookings -/Invite to EYL Seminar.

Notes and Additional Verbiage for Consultants:

- **Sets you may want to mention depending on the group:**

FC5 Face - Under 25 and great for very sensitive skin. FC5 is perfect for those people who are not yet ready for anti-ageing. This line is infused with essential phytonutrients like kiwi, strawberry, pumpkin, mango and carrots that are biocompatible with your skin. Each preserved fresh cell remains encapsulated, untouched until they are applied to the skin where they release precious nutrients. This is a groundbreaking fresh cell technology which hydrates and preserves the skin's natural radiance. Two formulas: normal/dry and oily/combination.

ABC Arbonne Baby Care - This is our gentle, ultra mild line formulated for babies. Tear-free cleanser, sunscreen, lotion, body oil and nappy rash. Some of the key botanicals in this line are oat and Shea butter.

Men's NutrimenC anti-ageing line - This is a very popular line, includes a shave lotion. The cleanser is designed to cleanse around the hair follicle. The toner helps to pH correct the skin and keep the beard softer and easier to shave.

- **Additional Verbiage when taking orders:**

If someone orders a few things but not a set of RE9 or FC5 - send them home with a sample. Be discreet when you give it so others don't decide to wait on a purchase. Explain how to use it. Let them know you will be following up in a few days. At the time you follow up offer them the option again to host. Sometimes people have money issues that they are not comfortable discussing at the workshop.

When taking orders - Is there anything about what I do that you could see yourself doing? I hope you saw it as a compliment that I asked you.

Ask and Listen - Would you recommend me to anyone you know as I am expanding my business?

Find out their Needs - (Dreams, Desires, Discontents) What is your job/line of work? That sounds very interesting. Do you find it rewarding?

***Purpose for bringing a few full size foundations:** We have suggested a few colours that work for most skin tones. This is also a good reference point to start from when selecting colours. You will know if you need to go up or down with the samples. Otherwise you may use a lot of samples to match the foundation color.