



DIRECT SALES FOLLOW UP

Highly Effective Direct Sales Customer Follow Up Scripts

Thank you for reading the blog post Direct Sales Customer Follow Up! Below are highly effective calling and email scripts you can use with your customers. Feel free to change things up a bit to fit to your business and customers.

2 Day Follow Up

Call Script:

Hi [Customer] this is [My Name] from [Company]. It was great meeting you at [Host's Name] party the other day!

I am entering your order right now and you should see your order in about 7-10 days. Thank you so much for attending and for your order!

Go ahead and save this number in your phone as [Company] [My Name]? Now if you ever need anything I am easy to find! Remember, you don't have to attend a party to order more products. If you want something in the future don't hesitate to call me!

Thank you and have a great day!



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2 Day Follow Up

Email Script for Direct Sidekick:

Hi {customer_name}!

It was great meeting you at [Host's Name] party the other day! I am closing your party tomorrow night and you should see your order in about 7-10 days. Thank you so much for attending and for your order!

Go ahead and save my number [My Phone Number] in your phone as [Company] [My Name]. Now if you ever need anything I am easy to find! Remember, you don't have to attend a party to order more products. If you want something in the future don't hesitate to call me!

Thank you and have a great day!

Sincerely,

[Your Signature / Contact Info]

Why These Work:

- 1) You are thanking your new customer and starting to build that ever so important relationship!
- 2) By calling when you are placing the order (or letting them know you are closing in one day via email) you are giving the customer the option to add to their order. Don't ask for an add-on though; this is mainly a thank you call.
- 3) You are also making sure they have your phone number programmed in their phone for easy access in the future.
- 4) Some customers think they can only order at a party and by letting them know that they can order anytime directly from you, your sales may increase!



DIRECT SALES FOLLOW UP

2 Week Follow Up

Call Script:

Hi [Customer] this is [My Name] from [Company]. I just wanted to make sure you received your order. Your order helped [Host] earned [how much free product] in free product?! Thank you so much!

Have you had a chance to use your products yet? How do you like them? Did they work how you expected?

Is there anything else I can do for you right now?

Thank you and have a great day!



DIRECT SALES FOLLOW UP

2 Week Follow Up

Email Script for Direct Sidekick:

Hi {customer_name}!

I just wanted to make sure you received your [Company] order. Your order helped [Host] earned [how much free product] in free product?! Thank you so much!

Have you had a chance to use your products yet? How do you like them? Did they work how you expected?

Is there anything else I can do for you right now?

Thank you and have a great day!

Sincerely,

[Your Signature / Contact Info]

Why this works:

- 1) You are making sure they order was received and if not can provide amazing service on fixing this.
- 2) You are letting your customer know how much their host received in free product. They may want to host now or in the future with you!
- 3) By asking questions you make sure they use their product and are happy with it. They may say something that indicates there may be an issue. This is your opportunity to provide amazing service again!



DIRECT SALES FOLLOW UP

2 Month Follow Up

Call Script:

Hi [Customer] this is [My Name] from [Company]. [Add something here that provides value such as the example in the article].

I'm so glad you love your products! I am sure you're ready to try more. I would love to help you get them for FREE! My average party host receives [\$ How Much] in free products! Are you interested at all in hosting a party? Does a weekday or weekend work best for you?

Is there anything else I can do for you right now?

Thank you and have a great day!



DIRECT SALES FOLLOW UP

2 Month Follow Up

Email Script for Direct Sidekick:

Hi {customer_name}!

[Add something here that provides value such as the example in the article].

I'm so glad you love your products! I am sure you're ready to try some more. I would love to help you get them for FREE! My average party host receives [\$ How Much] in free products! Are you interested at all in hosting a party? Does a weekday or weekend work best for you?

Is there anything else I can do for you right now?

Thank you and have a great day!

Sincerely,

[Your Signature / Contact Info]

Why this works:

- 1) You are first providing your customers with value. Examples are a how-to for one of your products, a great combination of essential oils, care instructions, etc.
- 2) Next you are asking for a booking. Your customer knows you now as they met you at a party and have been followed up with twice before this contact. You have established a relationship. It has been two months since attending a party so now is a great time to get added to your calendar!



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Bonus:

Keep great notes on your customers so you can personalize your messages to show your customers that you care.

With Direct Sidekick Drips you can personalize your email messages further after you assign them to your contacts!

Notes:

Wherever you see the brackets [] above, change these sections as it pertains to your business. For example, change [Company] to Young Living if that is the company you sell for.

Where you see {customer_name} in the email scripts, Direct Sidekick will automatically add your customer's name to the Drip message that is assigned to that customer.