

new product experience follow up

Follow up is so important to your Pure Haven business. It's the best way to ensure those new to Pure Haven products have a great product experience and invite them to help others by sharing their story. Follow up by phone, text conversations, in person, or whatever feels right for you and your new product user. Follow this simple outline and keep notes that you can easily refer to every time you talk with someone.

Name: _____ Phone Number: _____

Product(s) Purchased: _____

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| <p>Day of order: _____ (date)</p> | <p>Learn why they made their purchase and what they want to accomplish by using the products.</p> | <p>Notes:</p> |
| <p>The day they receive their order: _____ (date)</p> | <p>Invite them to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Open their order. <input type="checkbox"/> Confirm all products have been received. <input type="checkbox"/> Take before photos (if applicable). <input type="checkbox"/> Start using the products. <p>Then connect with them in 2 weeks.</p> | <p>Notes:</p> |
| <p>2 weeks after they receive their order: _____ (date)</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Ask them about their product experience; how do they like it? <input type="checkbox"/> Invite them to share positive stories and their excitement with others in person or by or posting on social media. <input type="checkbox"/> Connect with them in 2 weeks. | <p>Notes:</p> |
| <p>4 weeks after they receive their order: _____ (date)</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Check in to see how they're liking their products. <input type="checkbox"/> Ask what other products they may want to add to their next subscription order or other order. <input type="checkbox"/> Invite them to share positive stories with others in person or on social media. <input type="checkbox"/> Connect with them at the beginning of the next month and offer to connect with them when you learn about any special offers or information they may find beneficial. | <p>Notes:</p> |
| <p>1st of every month:</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Ask about which products they're enjoying most. <input type="checkbox"/> See if there are products they want to reorder. <input type="checkbox"/> Tell them about new or limited release products that may interest them. <input type="checkbox"/> Invite them to share and help others in person or by posting on social media. | <p>Notes:</p> |