

Customer Care Using the 2-2-2 Method

Follow-Up Calls



Excellent Customer care is critical for the success of any business, and as a Pure Haven Consultant, you are the first line of Customer care for your contacts.

It's important that you guide your Customers to the right non toxic products for them and proactively follow up after a sale to ensure their satisfaction and offer additional assistance. By following the 2-day, 2-week, and 2-month follow-up recommendations provided here, you'll build a relationship with your Customers that will keep them coming back to you. When they see you as "their Consultant," they'll be more likely to consider hosting a Gathering, referring you to friends, and possibly joining your team.

Reach out with confidence. Use these suggested action-oriented messages when following up by text, phone, or in person (adjust as needed).



2 days:

Thanks so much for your order! I know you're going to fall in love with the non toxic items you purchased. I look forward to following up with you once you have a chance to use your new Pure Haven products.

2 weeks:

Hi! I wanted to make sure you've received your Pure Haven products and that you're loving them. Have you been thinking about other items you might want to add to your collection? I'm placing an order this week. If there are products you'd like to try, just text me your list. Looking forward to hearing from you!

After they give you a new product order:

Thanks! You know, I can help you get these items for free. What do you think about hosting a gathering with me? I'll share our important message about harmful ingredients with your family and friends and you'll earn Host credits that you can use on this order. Would a weekday or weekend work better for you?

2 months:

Hello! Thought I'd check in to see if you're ready to replenish any of your Pure Haven products and maybe try some new ones. If you purchase \$95 or more in products, you'll get a free mystery gift with your order. Text me your list and I'll get it into my personal order this week.

After they give you a new product order:

Thanks! Remember, you could get these products for free or at a discount when you host a gathering. What do you think? Your family and friends deserve to learn about the harmful ingredients in so many everyday products. I'd be happy to share what I know and how they can protect their families and help you get what you need FREE. Would a weekday or weekend work better for you?