

GLOSSARY OF TERMS

Client Care Card—a card used at your presentation/party to gather the guests' information and their interest level in hosting a party, the business and receiving emails from you

Closing Sheets—presents the savings available for each of the skin care systems & products, used in helping the client determine the best product value for them

Control Book—a 3 ring binder with tabs for organizing your presentation material & other information you want to easily access

Discover Arbonne Invitation Call—the call back after placing the Opportunity Gift

Discovery/Business Interview—meeting with a potential consultant to learn about them, discover what is missing and share how Arbonne may be a fit

Guest Connection—the first 20 minutes of your party/presentation is getting to know the guests, asking questions without reference to products like, "How do you know the host?"

Host Rewards—special savings offered to hostesses, including company specials and those offered by the consultant

Host Rewards Gift Suggestions—a list of possible purchases using the \$100 for \$20 to provide inexpensive incentives for your host's reaching his goals

Hostess Coaching—initial coaching takes place when they schedule at the party and Person to Person Coaching is held during the 7 days following the presentation/party

Hostess Packet—the packet you use at your coaching appointment with the hostess (held the week after she selects her party date)

Introduction—consultant introduction at the party/presentation, which includes the story of how she was introduced to Arbonne, includes seeds about the products, hosting a party, and the business opportunity (3-5 minutes)

Mini-interview Appointment—this is the same as the Discovery/Business Interview

New Hostess Set-up Packet—this packet is given to a future hostess when she schedules at a party/presentation

On-time Drawing Tickets—sent with the mailed invitation to encourage attendance; can also be given at the party to those arriving before the start time

Opportunity Commercial—given at the close of the party/presentation, the consultant shares her Arbonne story including her reasons for developing her business, such as family time, travel, freedom, tax benefits, financial, etc.

Opportunity Gift—a gift bag with samples of the products, information about the business, a personal card from you, and tissue paper—given to those you want to interest in the business

Party Date Card—filled out at a party/presentation when a future hostess selects a date, contains fields for the future party date and the hostess coaching appointment

RSVP—abbreviation for the Right Start Value Pack—a special one-time half price offer on product purchase; available in your start month and the following month; amounts vary by country; intended to help the new consultant have a good start for success

Share Book—a fun, inviting way to share your Arbonne story, may contain pictures of Arbonne trips you have been on or will be attending, special promotions, pictures of your family, things that relate to your reason for wanting success in Arbonne

Talent Scout/Wish List—form used at a party/presentation to gather referrals from guests and the items they wish for (what they would purchase if money were not a consideration)

Tester or Pamper Basket—a basket with products that you leave with the hostess to try and share with friends who are unable to attend her party

Theme Party Flyer—shows different possible party themes to stimulate the creativity of the hostess in planning her party

Think About it Packets—given to those guests at a party who agree to think about hosting a party/presentation for you

Triple One System—send a thank you note one day after the host schedules, schedule a person to person coaching appointment within one week, call to confirm one day before the person to person appointment

WHY Bag—a gift bag filled with props that symbolize your reason for doing Arbonne as a business, adds interest and makes your Opportunity Commercial fun and inviting

