

Customer Follow Up

It's a good idea to keep in touch with your new customers as they will have better results and this will lead to reorders and referrals.

Send them the "How to use Products" and "Protein Snacks and Tips" documents. If they want to lose weight, also include the "Trackers" document. (This will show them the best way to take before photos and measurements).

You'll find all these documents on etre.co.uk under Member Information - Member Support - Customer Support Documents.

When they have received their products, check when they are going to start.

If they want to lose weight encourage them to take before photos and weekly measurements.

For weight loss we recommend using the shake just for breakfast for the first week, then phasing in the 2nd shake after that.

When they have started, contact them after a few days to check they are using everything correctly and are happy.

For the first month, it's best to keep in touch on a weekly basis. For weight loss customers, make sure you track their measurements with them.