



# JP+ New Customer Questionnaire

Customer \_\_\_\_\_ Start Date \_\_\_\_\_

## Get to know your customer and their expectations

Why are you making the decision to use the Juice Plus+ products?

What are your expectations from using JP+?

What would you like to see improve in your health?

Where will you and your family be keeping your Juice Plus+ so you will remember to take it every day?

*What is your favorite way to learn? read, listen, attend live events?*

*What is the best way to contact you? phone, text, email, facebook?*

*May we add you to our Facebook Support Group and introduce you?*  Yes  No

## The JP+ Experience Customer Care Program

Below are some ideas for engaging and building a relationship with your new customer. Add the dates below to your calendar and remember to connect one on one with your customer. The JP+ company will assist with customer care by the following: sending educational materials with each shipment, emailing a variety of inspirational messages during a customer's first 100 days, creating monthly *One Simple Change* themes for the purpose of engaging customers and providing *Inspirational Healthy Living* events with doctors around the country and so much more.

- Day 1:** Add Customer to *Customer FB Group* and introduce them. Send OSC Tracking Form or Brochure with a thank you note or optional gift from [www.juicepluspromotions.com](http://www.juicepluspromotions.com). Address and stamp 4 postcards to customer and/or their child so they are ready to mail during first 4 months.
- Day 10 Contact #1** Thank you! Are you being consistent with JP+ and one Simple Change? Any Results? If so, will you share in *Customer FB Group*, on social media or at an event? Did you receive emails from the JPC? Share another exposure such as a video, invite to event or 3-way Call; or invite to join mission.
- Day 30 Contact #2** Congratulate for consistency with taking JP+ and One Simple Change. Ask them questions on the JP+ Experience Survey. Any Results? If so. will you share in Customer FB group, on social media or at an event? Share another video, invite to event or 3-way Call; or invite to join our mission.
- Day 60 Contact #3** Congratulate for consistency with taking JP+ and One Simple Change. Any Results? If so. will you share in Customer FB group, on social media or at an event? Which emails have you enjoyed most from the company? Share another video, invite to event or 3-way Call; or invite to join our mission.
- Day 90 Contact #4** Congratulate for consistency with taking JP+ and OSC. Ask them the questions on the JP+ Experience Survey. Any Results? If so, will you share in our FB group, on social media or at an event? Alert to next shipment every 4 months; Share a video, invite to event or 3-way Call; or invite to join our mission.