

REORDER SYSTEM – CUSTOMER SERVICE

You will need:

1-Small 3-ring binder to fit profile cards (7X9)

Alphabetized Dividers (7X9)

Blank Dividers (7X9)

Recipe Box to fit profile cards

Colored Paperclips

Step 1: Alphabetize current profile cards in 3 ring binder (pink part of profile only)

Step 2: Arrange 8 blank dividers in recipe box

Step 3: Divide tissue copy of profile cards into 8 equal piles

Step 4: Place one stack of tissue profiles behind each of the 8 dividers in your recipe box. This is now your TICKLER FILE. The tissue copies tell you who you need to call each week.

Step 5: Take the tissue copies from behind the first divider. These are the people you need to contact THIS WEEK. Place a paperclip on each of these customers' profile cards in your binder. Then, re-file the tissue copies behind the original blank divider in the recipe box..

Step 6: Phone each customer this week who has a paperclip on her profile card. Remove the tab when you have made contact with that customer. Remember to make a selling, booking, and recruiting attempt with each call. Any customers not reached by the end of the week? Send them a note (stating that you tried to contact them) and current Look or Beauty Book and remove their paperclip. You have now made an attempt to provide customer service to each of these people.

Step 7: At the end of the week, take the tissue profiles and divider from the front of the box (the one you used this week) and place it in the back of the box. The upcoming week's customers to call are now in the front of your box. Mark these customers with paperclips and start your weekly calls again.

Having your "tabbed" customer profiles in this small binder allows you to take it everywhere with you! You can make a call anytime you have a few spare minutes!! Using this system will allow you to contact each customer every 8 weeks. Add new customers to this system by placing their tissue copy behind the blank tab of the next week you feel it will be appropriate to call them.