



THE CUSTOMER SURVEY SCRIPT

**THE CODE TO UNLOCK MASSIVE RESIDUAL INCOME!
MASTER THIS, AND THEN TEACH IT AND WATCH YOUR RESIDUAL
INCOME GROW!**

ACQUIRING CUSTOMERS

PART 1

It is important during Part 1 that **YOU DO NOT try to RECRUIT or SIGN UP** your potential customer. **ONLY GOAL** is to get the SURVEY filled out. This is critical!

CUSTOMER SURVEY SCRIPT:

Hi _____ , do you have five minutes to talk?

(No)

When is the soonest you can talk? It is important!

BOOK APPOINTMENT WITHIN 24 HOURS (JUST NEED 5 MINUTES)

(Yes)

Great! I have a HUGE Favor to ask you....

PAUSE, WAIT FOR A RESPONSE (Silence may be deafening but they must speak first there....this is critical!)

Share Your WHY (from your heart)

That is why I am calling I need your help!

PAUSE, WAIT FOR RESPONSE (again the silence may be deafening but wait for a response)

**1. IF YOU ARE CURRENTLY AN EMPLOYEE/STAY AT HOME
PARENT/UNEMPLOYED, MILITARY, ETC:**

I just took a position with a global company

**2. IF YOU ARE A BUSINESS OWNER (do not use script below if you are not a
business owner, you don't have the credibility to say this):**

I just started a company

OR

I have partnered with a global company

3. IF YOU ARE A STUDENT:

As part of my education program I just started with a global company

AND we do market analysis on behalf of the major providers like (Say the companies whose services we sell in their area....mention 3-5) and more!

IF YOU ARE 1 OR 3:

*As part of my training, I am doing market analysis in YOUR area! Can I ask you a few questions for a survey? I am up for a BONUS and I have to do 10 SURVEYS by tonight! Can you help me? Can I ask you a few questions? It would mean the world to me and help me with **SHARE YOUR WHY AGAIN!!***

IF YOU ARE 2:

*Part of what I do is to do market analysis in YOUR area! Can I ask you a few questions for a survey? THE MORE OF THESE I FILL OUT THE MORE MONEY I CAN POTENTIALLY MAKE! I HAVE A DEADLINE TO FILL OUT A BUNCH MORE BY TONIGHT! Can you help me? Can I ask you a few questions? It would mean the world to me and help me with **SHARE YOUR WHY AGAIN!!***

*****TIP**

IF DURING THE PROCESS OF ASKING QUESTIONS THEY ASK WHAT YOU ARE DOING, WHAT IS THIS, ETC.

SAY: *I am VERY EXCITED!* (SMILE and SOUND excited), *WHEN I HAVE ALL MY RESEARCH DONE I WILL SHOW YOU!*

CONTINUE WITH QUESTIONS....**THIS IS NOT TIME TO RECRUIT!**

AFTER THE COMPLETING THE SURVEY

*Thank you **so much** for helping me out! You are the best!
By the way, because we REPRESENT OR RE-SELL SERVICES from these Companies, I can find out if you are getting the best deal or you may even qualify to get your service for FREE! If I can find out that you can lower your rates or potentially get your service for FREE, would you like me to tell you?*

(WAIT for response)

YES -- *Great! What is the best time to reach you tomorrow? It will take 2-3 mins to review my findings!*

Schedule Time: _____

Maybe -- "Would you be opposed to helping me, if I needed help?"

(wait for response--then always set follow up time no matter what)

"Great, thanks. What time is the best to reach you tomorrow?" It will take 5 mins!

ANALYZE THE CUSTOMER SURVEY, FIND ANNUAL SAVINGS

PART 2

CALL NEXT DAY. THIS IS CRITICAL! FOLLOW UP WITHIN 24 HOURS OR PART 1 WAS A WASTE OF TIME!

Hi _____! Do you have a minute?

Great! I have amazing news!

I found I can save you \$_____ PER YEAR!

Or

I can get you your _____ service(s) for free! AMAZING!

IF YOU TAKE THEIR SERVICES THROUGH ME IT ALSO HELPS ME (SHARE YOUR WHY AGAIN)

WHEN IS THE SOONEST THAT I CAN COME OVER??

NEXT 48 HOURS BOOK DATE: _____ TIME _____

IF THEY OFFER RESISTANCE (SHARE YOUR WHY AGAIN)...IT IS ALL ABOUT THE CAUSE!

PART 3

GO IN PERSON TO SEE THEM.

Or

Do it online or out of area

ORDER IS IMPORTANT!!!

1. Show them where they can SAVE money. GET THEM EXCITED!
2. JUST BEFORE THEY WILL SIGN UP FOR THEIR SERVICES, show them how they can also join the ACN program and make 10% on their bills FOR LIFE, SHOW THEM THEY GET their service for FREE BY FILLING OUT CUSTOMER SURVEYS!
3. SIGN UP AS CUSTOMER OR IBO ON THE SPOT. IF SIGN UP AS IBO SIGN UP THEIR SERVICES BEFORE LEAVING!
4. IF SIGN UP AS IBO SCHEDULE TIME TO HAVE THEM FILL OUT CUSTOMER SURVEYS FOR THEIR WARM MARKET.
5. INVITE THEM TO TRAINING

**TEACH THIS TO YOUR TEAM!
USING CUSTOMER SURVEY AT PBR**

PBR SCRIPT

BEGINNING OF PBR:

IBO DOING BOXES 1-3 IS RESPONSIBLE FOR MAKING THIS HAPPEN

A. Welcome the GUESTS, THANK them for coming. Give them water and have them take a seat.

Then SAY:

- 1. Before we begin I would like everyone to fill out a simple Customer Survey*
- 2. The purpose is too make tonight more interactive, to see how much you are currently spending on your services and that you will see that you are already in the business we will show you tonight!*
- 3. We will also show you how we can help you get one or more of your services for free!*
- 4. So Let's please fill these out then we will collect them and as soon as we collect them all we can start!*

B. COLLECT ALL SURVEYS BEFORE THE PBR STARTS

C. CLOSE CUSTOMERS AT PBR IF TIME OR WITHIN 24 HOURS ON BEHALF OF THE HOST...DO NOT RELY ON HOST TO CLOSE CUSTOMERS