

# ARBONNE.

Are you ready to make a change?

### Be excited, be confident, be prepared!

### What to bring:

- Products in Nutrition and RE9 ASVP, Makeup Primer, Greens Balance, Seasource scrub
- catalogues, pens, clipboards (have them ready to go),
- Sample shake (make it before, put it in a shaker cup)
- Arbonne story books
- Before & After pictures

## What goes on clipboards:

Top -Wellness Profile (guest will fill out after presentation) Bottom- order form.

\*The confused mind says no.
Keep the flow moving. Look
relatable. We want them to
see anyone can do this
business and want them to
enjoy the demo so they host.

## Guests arrive

- Wash hands with Seasource scrub. Talk with them at sink. Ask questions! Don't be the Arbonne lady until the presentation starts. Be INTERESTED, not interesting.
- When ready to begin hand out Arbonne story books

### To begin Demo:

- Thank the host and the guests
- Ask the host to share why she/he is having a party their testimony.

| Purple= what you say  | Write in your "why" story:                                 |  |
|---|--|--|
| Introduce yourself:   |  |  |
|   |  |  |
| How you were introduced:  |  |  |
| First initially the collete   |  |  |
| First initially thought:  |  |  |
| But then:   |  |  |
|   |  |  |
| What Arbonne has done/will do for you:  |  |  |
|   |  |  |
| "As I am sharing with you today my hope for you is that I surprise you and you will take a look at what I'm |  |  |
| doing. This might be the answer   | er that falls into your lap to help you reach your goals." |  |
| Be rela   | atable. Be yourself. Keep it short and sweet               |  |

(you will be mentioning the opportunity again in the close).

# \*\*The Arbonne<sub>®</sub> Story

- Botanically based beauty, health and wellness company with a 35-year history
- Cutting-edge research and development
- Passionate culture of Independent Consultants
- Global opportunity

- · Generous compensation plan
- Opportunity for willable business
- · Experienced, committed Home Office team
- State-of-the-art distribution and support centers

"Arbonne is a 35 year-old health and wellness company with Swiss Heritage, cutting edge research and development and an incredible business opportunity to help ordinary people live extraordinary lives."



# The Arbonne Product Advantage



Our products are unique:

- Plant-based formulations, blending the best of science and nature
- Highest-quality ingredients from around the globe
- pH correct and hypo-allergenic
- Vegan certified
- Dermatologist-tested
- · Clinically proven
- Never tested on animals
- Built on Swiss heritage to European standards

Read the product advantage. I won't get into detail about our extensive ingredient policy but just to give you an idea of how amazing our company is we adhere to the highest ingredient standards in the world. The European Union has banned almost 1,400 ingredients in Europe and in the US I have personally found a list that has between 8-11 ingredients banned. We adhere to these standards along with every other country we are sold in.

The Arbonne Product Advantage What we leave out of our products is just as important as what we put in. This info really got to me when I first heard it. I realized I never thought about how what I was putting on my body was affecting the inside.













- Gluten
- Petrolatum
- Animal products or by-products, and never tested on animals
- Formaldehyde-donating preservatives
- Chemical dyes and fragrances
- Artificial sweeteners, colors or flavors
- Parabens or phthalates

I'm not sure if you guys are further along than I was when I heard this info but I was a naive consumer and I' m so glad that this was shared with me because now I shop from home and get to choose a safe product for my family.

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# Wide Range of Consumable Products

Arbonne offers prestige beauty, health and wellness products with targeted results.



A Product-Driven Company

We have over 400 products and I won't talk about all the product lines we have to offer today but we offer skin care for all types, anti-aging, hair care, personal care, nutrition, makeup, sun care and more. What keeps impressing me is that the more products I try the more I love. It's amazing to me that Arbonne can produce as many premium products as they do and I'm in love with them all! I'm going to focus on our 2 most popular lines to start with Nutrition and Anti-aging skincare.



#### Arbonne Nutrition

# 30 Days to Healthy Living

Hit the "refresh" button.

**Reduce** the number of toxins we ingest.

Increase the number of toxins we eliminate.

- · Eat "clean"; consume whole foods
- Avoid allergenic foods
- Arbonne products: pure safe beneficial...





#### 2. NUTRITION 30 DAYS TO HEALTHY LIVING AND BEYOND

- Arbonne Essentials®
- Protein Shake Mix Chocolate (1)
- Protein Shake Mix Vanilla (1)
- Daily Fiber Boost (1)
- Energy Fizz Sticks
   Pomegranate (1), Citrus (1)
- Digestion Plus (1)
- Herbal Detox Tea (2)
- 7-Day Body Cleanse (1)
- 30 Days to Healthy Living and Beyond Guide (1)

Retail Price: \$402.00

Preferred Client ASVP Price: \$241.20\*

40% Off SRP - Price includes FREE \$50 product and membership fee.

As I tell you about a few of my favorite nutrition products keep in mind that what you see here (point to nutrition ASVP) is 40% off plus you get a free product and 20-40% off products for a year.

Break the cost down. It's only \$4 a meal. This \$241 will not add to your current grocery bill since you will not need to purchase food for two meals. Most people save money with our program.

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# CHOCOLATE/VANILLA PROTEIN SHAKES

#### **Features**

- 20 grams of easy-to-digest vegan protein per serving
- Derived from peas, rice and cranberries
- Supplemented with 20 vitamins and minerals to support overall health, energy and well-being<sup>0</sup>
- Can be blended with a variety of fresh fruits and vegetables, Greens Balance, and Daily Fiber Boost
- Available in powder or ready-to-drink forms, to fit taste, preference or lifestyle
- Low glycemic index
- Gluten-free, kosher- and vegan-certified, free of artificial colors, flavors and sweeteners, as well as dairy, whey, soy, saturated fats, trans fats, and cholesterol



#### Benefits

- Naturally high in the amino acids arginine and leucine, which support muscle building and repair<sup>o</sup>
- Arbonne Inner G-Plex blend —
   containing kelp, coenzyme Q10,
   ginseng, and alfalfa supports energy<sup>0</sup>
- Low allergen potential; avoids common allergens, such as soy and whey
- 20 grams of natural vegan protein from peas, rice and cranberry is easily digestible and promotes satiety<sup>0</sup>

These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.

Pick your 3 favorite nutrition products. With each product say "1 love", 1 fact"

# DAILY FIBER BOOST

### **Features**

- 12 grams of fiber in each serving
   nearly half of the RDA
- Arbonne soluble blend of peas, apples, citrus fruits, and beet fiber
- Heat-resistant blend of gluten-free grain and fruit fibers; can be added to hot or cold food, beverages or baked goods
- Won't change the flavor or texture of food
- Formulated without cholesterol, saturated or trans fats, or gluten
- Vegan- and kosher-certified



## Benefits

- Supports gastrointestinal health, regularity and healthy glucose levels already within a normal range<sup>0</sup>
- Promotes satiety when included as part of a balanced meal plan<sup>§</sup>
- Helps support the cardiovascular system<sup>0</sup>

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# **ENERGY FIZZ STICKS**

## **Features**

- Temporarily helps promote alertness and enhance cognitive performance<sup>0</sup>
- Helps promote endurance when you start to feel tired<sup>0</sup>
- Antioxidants to protect against free radicals
- Delicious citrus and pomegranate flavors
- Dissolves quickly in water, providing the convenience of energy on the go
- Vegan-certified, low-calorie, with natural flavors, cane sugar and stevia
- Formulated without artificial flavors or colors



## Benefits

- Proprietary Get Up-and-Go Blend contains:
  - Guarana Supports energy®
  - Chromium Helps support healthy blood sugar levels already in the normal range<sup>0</sup>
  - Green tea Contains catechins; antioxidants that fight and prevent damage on a cellular level<sup>0</sup>
  - Taurine Amino acid to support energy?
  - Ginseng root Helps support physical capacity and performance<sup>0</sup>
  - Rhodiola rosea Adaptogen that helps temporarily support the body during stress<sup>6</sup>
- Riboflavin helps metabolize carbohydrates, fats and proteins to provide energy<sup>o</sup>
- Niacin helps support energy-yielding metabolism of macronutrients<sup>o</sup>





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# HERBAL DETOX TEA

#### **Features**

- Mild herbal tea
- 9 botanicals to support the liver and kidneys for overall health<sup>0</sup>
- Formulated without caffeine
- Formulated without artificial colors or flavors
- Vegan certified



## Benefits

- Milk thistle supports the liver<sup>0</sup>
- Peppermint and licorice root help soothe and calm the stomach<sup>()</sup>
- Dandelion root supports kidneys<sup>◊</sup>
- Sweet fennel supports gastrointestinal health<sup>0</sup>



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# DIGESTION PLUS

#### **Features**

- Daily dietary supplement featuring prebiotics, probiotics and enzymes to support optimal digestive health<sup>()</sup>
- Readily absorbed powder form and offered in convenient stick packs
- Can be mixed with water, juice, or blended into your Arbonne Protein Shake
- Kosher- and vegan-certified, gluten-free and naturally flavored



## Benefits

- Prebiotics support a healthy gastrointestinal tract while creating an ideal environment for probiotics to colonize<sup>()</sup>
- Probiotics help support the intestinal microflora in the GI tract<sup>o</sup>
- Enzymes support the breakdown of carbs, fats, protein, fiber, and lactose to help support nutrient uptake from foods<sup>()</sup>
- Peppermint extract supports healthy digestion to help minimize gas and bloating<sup>0</sup>



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# 7-DAY BODY CLEANSE

#### **Features**

- Helps cleanse and detoxify the system while supporting the GI tract<sup>5</sup>
- Assists with gentle elimination of toxins<sup>o</sup>
- Contains milk thistle standardized to silymarin to support the liver<sup>o</sup>
- Helps promote a sense of well-being while preparing the body for a weight management regimen<sup>5</sup>
- Super Food Antioxidant blend
  - Carrot, blueberry, black currant, lemon, and apple juice powders
  - Elderberry, chokeberry, cherry fruit powders
  - Pumpkin and hibiscus
- Formulated without artificial flavors or colors
- Vegan-certified



### Benefits

- Exclusive cleansing blend contains:
  - Nettle leaf Helps support kidney function<sup>o</sup>
  - Milk thistle Helps support the liver
  - Astragalus Helps support the immune system<sup>0</sup>
  - Senna Helps support the gastrointestinal tract<sup>o</sup>
- Inulin, a prebiotic, supports beneficial microflora that aid the digestive tract<sup>0</sup>
- Arbonne's exclusive Super Food Antioxidant Blend fights oxidation and free radicals<sup>0</sup>

These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.



#### **FEATURES**

- Filled with phytonutrients to support overall health and well-being.
- One scoop is equivalent to a serving of vegetables.
- Contains 100% natural whole food powder.
- Sweetened naturally with stevia.
- Great-tasting, convenient powder supplement to add to an Arbonne Essentials Protein Shake, juice or water.
- Contains prebiotic fiber, powerful phytonutrients and antioxidants, and essential vitamins and minerals.
- Balanced, synergistic blend of bluealong with wheat and barley grasses, provide the natural, rich, green color.
- Low-sugar and low-sodium.
- Shelf-stable for 12 months.



green algae from spirulina and chlorella, What most people do is they start with this great deal at 40% off to jump start their healthy living routine and they choose the greens balance as their free \$50 product.

#### **KEY INGREDIENTS & BENEFITS**

- One serving of Greens Balance provides the nutritional benefit of 37 fruits and vegetables in the Arbonne Key Blend - giving you a whole rainbow in each glass. That leaves 8 servings of fruits and vegetables, or additional servings of Greens Balance, to enjoy throughout the day.
- Travel-friendly way to drink a full spectrum vegetable/fruit serving.
- Prebiotic fiber can help support a healthy digestive system.°
- Helps make smart nutrition a convenient part of a busy lifestyle.
- Created from key blends that offer targeted nutritional benefits otherwise only found by eating a variety of fresh fruits and vegetables across the color spectrum:



Arbonne Skincare

# RE9 Advanced. Anti-Aging

RE9 Advanced is a world class antiaging skincare line that incorporates age defying elements and botanicals for visible results:

- Lessened appearance of fine lines and wrinkles
- · Improved hydration and moisturization
- · Increased appearance of firmness



#### In Order of Application:

- 1. Soothing Wash: gently cleanses and hydrates
- 2. Toner: antioxidant rich and restores skin's natural PH
- 3. Serum: supports collagen and elastin production
- 4. Eye Cream: reduces puffiness and dark circles and increases firmness
- 5. Day Cream: protects and reduces appearance of fine lines
- 5. Night Cream: helps restore a youthful appearance while you sleep

Pass each product around in order as you share 1 love, 1 fact. Have the guests sample on the back of 1 hand to see instant results.

"Products are concentrated and don't have fillers so you don't have to use as much. This line will last around 6 months"



Arbonne Skincare

## RE9 Advanced, Clinical Results

RE9 Advanced Extra Moisture Restorative Day Crème Broad Spectrum SPF 20 Sunscreen, Intensive Renewal Serum, and Corrective Eye Crème all beat:

- The #1 department store brand\*
- The leading MLM brand

in helping to provide a healthy, younger-looking complexion!







Skin firmness and elasticity are measured by Cutometer\* MPA 580. Complexion statements and photos are from Clarity\* Pro R&D Image Analysis. Based on a Clinical Consumer Study with 163 participants over 4 weeks.

# Arbonne Intelligence® Genius Nightly Resurfacing Pads and Solution

#### What It Does

- Improves the overall look and feel of skin texture to restore a healthy, radiant glow to dull skin
- Helps reduce the look of dark spots
- Helps reduce the appearance of fine lines and wrinkles
- Provides the appearance of smooth, even-toned skin texture
- Shows significant improvement in skin clarity and blotchiness





#### THE PROMISE

#### In 2 weeks

- . 100% showed improvement in the appearance of skin moisture, firmness and elasticity.\*
- 82% said they loved how the treatment was less imitating than a chemical peel or extoliating scrub."

#### In just 2 weeks, reveal dramatic results you can see:



Baseline Red marks indicate rough skin texture.

#### Fine Lines



Baseline Red marks indicate areas of the lines

#### . . . . . . . . . . . . . . .

- 100% showed improvement in the appearance of depth and width of winkles and fine lines."
- 80% showed significant improvement in skin clarity and blotchiness.\*



At 2 Weeks
Reduction of red marks indicates improvement in the look of skin texture.



At 2 Weeks
Reduction of red marks indicates diminished appearance of fine lines and

- 82% said after using this product, they found their skin to be softer and smoother.\*\*
- "Based on a clinical instrumental study of 50 subjects
  "Based on a 4-week consumer perception study





Point to the ASVP displayed and say this set is 40% off, plus as a new preferred client you get to pick a free product and your membership fee is waived so you get 20-40% off all orders for a year. I know most people ask, what's the catch with these deals? There is none. Arbonne rewards their clients with amazing deals no strings attached.

 You can also point out that the Genius Pads retail at almost \$100 on its own, so this is a great deal. Test makeup primer after RE9 and suggest that as their free \$50 product.



#### 1. ANTI-AGING FACE

- RE9 Advanced Facial System (Regular or x-moisture day)
- Intelligence Genius Nightly Resurfacing Pads

Retail Price: \$418.00

Preferred Client ASVP Price: \$250.80\*

40% OFF SRP - Price includes FREE \$50 product and membership fee.



#### **ANTI-AGING FACE**

- RE9 Advanced Facial System with Lifting
   & Contouring Day Cream and Eye Cream
- Intelligence Genius Nightly Resurfacing Pads

Retail Price: \$441

Preferred Client ASVP Price: \$264.60

40% OFF SRP- Price includes FREE \$50 product and membership fee



#### 2. ANTI-AGING FACE + NUTRITION

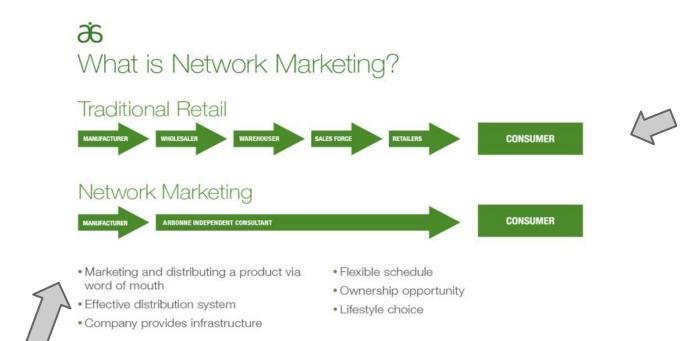
- RE9 Advanced Facial System (Regular or x-moisture day)
- Intelligence Genius Nightly Resurfacing Pads
- Arbonne Essentials Protein Shake Mix
   Vanilla (2)
- Arbonne Essentials Daily Fiber Boost (2)
- Arbonne Essentials Digestion Plus (1)

Retail Price: \$676.00

Preferred Client ASVP Price: \$405.60\*

40% OFF SRP - Price includes FREE \$50 product and membership fee.

Highlight: This is about 6 months of skincare and 2 months of an easy, healthy breakfast:)



In traditional retailing each of these steps takes time and money, therefore companies need to use preservatives. They also spend a huge amount of money on advertising, so little money ends up actually going into making a quality product.

I love the network marketing distribution model. It allows Arbonne to cut out the steps that traditional retailers use and spend money where it should be spent. In Arbonne the money is spent on the ingredients and the research and development, which results in a premium product. This model also cuts out time so we don't load our products up with unnecessary preservatives. Instead of paying a celebrity to endorse a product, Arbonne highly compensates us to be their word of mouth advertising. We all do network marketing everyday, we make recommendations all the time about things we love. We also mostly shop online. This model is brilliant.

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## CONSULTANT BENEFITS

# Seven Avenues of Income

- Retail Profit (20-35%)
- Cash Bonuses (\$200; \$400; \$600)
- Overrides
- · Mercedes-Benz Cash Program
- Life Insurance Program
- Travel Opportunities
- Monthly Campaigns & Incentives
- & So Much More!





## COMPENSATION SUMMARY

| Position/Level          | Monthly Average Income |          |
|-------------------------|------------------------|----------|
| Consultant              | \$50 - \$200+          |          |
| District Manager        | \$200 - \$1,000+       |          |
| Area Manager            | \$1,000 - \$4,000+     | willabl  |
| Regional Vice President | \$4,000 - \$14,000+    |          |
| National Vice President | \$22,000 +             | <b>D</b> |

Before I wrap everything up and help each of you I want to let you know that never in a million years did I think I would be involved with network marketing. I kept thinking about a question I was asked..."Where you will be in 5 years if you keep doing what you are doing and are you ok with it?" That question used to make me depressed and scared and now I'm so excited about what the next 5 years will look like because of the Arbonne opportunity falling into my lap when I didn't even know I needed it. To me this opportunity is a no brainer if you want to make extra money by helping others. I hope that you don't dismiss this as not being for you. I'm so glad that I worked through my hesitations and fear because it is so worth it and so rewarding.

## 4 Ways to Win With ARBONNE

#### Retail Client

#### Pay catalog prices

- Order Premium Botanically Based Product
- Personalized Customer Service
- Products shipped to your doorstep
- 45-Day Money Back Guarantee



#### Preferred Client

#### Enjoy a 20% SAVINGS for 12 months (no minimum purchase)

- FREE product up to \$50 value w/\$150 order
- Special savings w/Arbonne Special Value Packages (ASVP)
- Preferred Rewards Vouchers on qualifying orders
- \$20 Registration Fee (waived with \$250 order)
- Special offers and savings on product all year long
- \$15 to renew each year

#### Independent Consultant – Build an International Business Enjoy 35-50% SAVINGS

- Consultant Success Packs give you a 50% savings
- FREE product up to \$100 value w/ \$250 order or cons pack purchase
- Travel Rewards Program
- Mercedes Benz Reward Program
- \$79 Registration Fee -\$30 to renew next year
- Turn an expense into an income!

#### HOST - Share the ARBONNE experience with others

#### **CHOOSE YOUR REWARD for HOSTING**

- Best Deal! \$750 of Product for \$350 (55% discount)
- Great Deal! \$375 of Product for \$188 (50% discount)
- Good Deal! 35% off anything you choose! (35% discount)
- Sign up as a Consultant to earn from your event sales

#### **HOW TO FOR ENVELOPE GAME:**

For the envelope game you will want 10-12 normal letter white envelopes. You will fill half with the "Congratulations You Win A Free Gift" paper and the other half with "Congratulations! Host A Class and Receive a Free Gift". The free gift should be small items that carry RV when possible but not samples. (2 fizzes, 1 detox tea and a small hand creme, lip saver and 2 fizzes...or some combo like that) The "upgrade gift" is their choice from: primer, salt scrub or mascara. (Use 125/25 to get host gifts at a steal of a price when you place your own orders)

You will then want 8 Pink or fancy looking envelopes that you will fill with the Congratulations! For upgrading your envelope you have the choice of....." paper. The verbiage for this game is below. You'll want to have these prepared and use them at EVERY class! THIS GAME IS A MUST !!! You should book 2-3 demos out of the demo.

Ways to win with Arbonne...client...pc....host (keep it generic, give the current host a gift and say there are special promotions when you host)...business.... then....

#### Envelope Game Verbiage

"Okay, we are going to do one last thing before I hand out the catalogs to browse."

"I want everyone to take a white envelope here but DON'T OPEN IT." (May have to repeat this a few times). Make it fun!

"Okay, here's the deal with the envelopes. You have 3 options with them"

Okay, nere s the deal with the envelopes. You have 3 options with them

"Option One, you can hand back the white envelope, no questions asked." Pause here and smile.

"Option Two, you can open the white envelope but you HAVE to do what it says." Again, smile. "Now, I know what you might be thinking and No, you will not have to run around the neighborhood naked or

anything like that...we're a PG-rated company." "Okay, I'll make it easy on you and tell you what the envelope might say in it. It will either say, "Congratulations, you win a free gift" or "Host a get together

and receive a free gift." But, it's like deal or no deal, b/c remember, you have to do what it says!"

"Option Three, is to upgrade to this pretty envelope. If you think, yay, I could get a few friends together

then you are going to want to upgrade to one of these pretty envelopes because this envelope has a much better gift inside!! We make it super simple and do all the work!!

"Does that make sense? Option 1, hand it back. Option 2 is to gamble and you may get just a gift or it may say host a class and a gift. Option 3, you're saying you can totally get some friends together and you'll get a much better gift and I guarantee it's good."

we have an upgraders?.....handerbackers?....." (People also give a short laugh and someone usually takes the plunge.)

Pause and let them think. (I stand when I do this and walk over to the person who is friendliest or the person who was nodding and engaged. If you get one person to upgrade others seem to follow suite) Go to hand the pretty envelope to the engaged person first and ask "Sara, do you want to upgrade?" and go through each person and hand it to them (if they take it) If you can't get anyone to make a decision, say, "Okay, do

The important thing it to be CONFIDENT, have FUN and SMILE!! :) Do this EVERY group presentation :)

# The Close

"Here's a clipboard with a health and wellness profile on it. Please fill this out as it will help guide you to what's most important to you. Under the profile is an order form to fill out and I can help you get the best deal possible when I help you checkout. Most people start with an ASVP. Others choose to start by replacing products that they are running low on. You can also make a "wish list" of items on the back of this page. I'll give you a few min to shop then I can help the person that maybe has to leave first."

Go to the bathroom and get yourself ready to close

Return and go to the person that looks like they are writing stuff down or looking at catalogue. Ask them if you can help them first. If you can go to a separate area that is best. Have ready:

- o Order Calc App, ASVP prices.
- Highlighted calendar ready to go (to help them pick a date for booking)

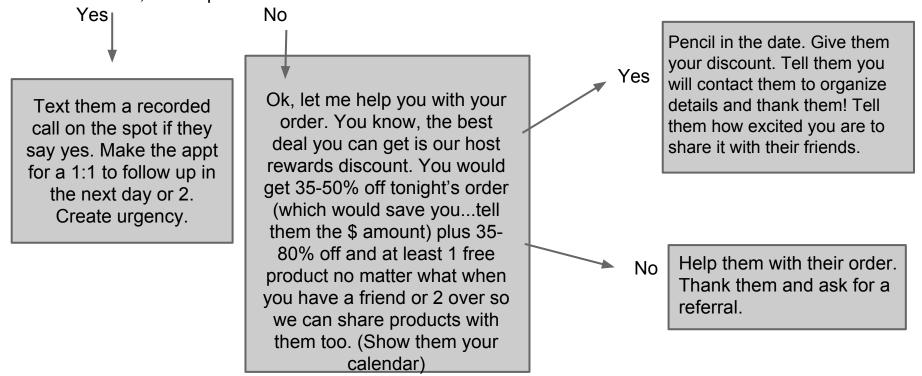
Your Goal: #1, Ask people to look at the opportunity "If I, Would you?", #2 Ask for the demo, #3 Ask to make recommendations (products, best deals, free product) Be brave, you might just change their life and they might just change yours:)

## **Funnel Flowchart**

Offer the opportunity first!!! Make this about them- remember you are helping people to possibly change their lives! Don't choose for them. The answer will always be no if you don't ask.

Compliment the person and tell them why they would be great at Arbonne! Ask them:

"If I sent you a recording about Arbonne would you listen?" You might have to go back and forth validating their hesitations, but respect their "No" when it comes



## More Info to help the guest make their purchase

## key phrases:

"Can I make a recommendation?" "What most people do is...." "What do you love most about Arbonne?" "What did you like most about what you heard tonight?"

#### PC benefits

- 1. Use a calculator to show the difference between retail price and preferred client price.
  - Ex: Retail of protein powder -\$69
  - Preferred Client price (20% off)- \$55.20 + \$20 membership fee = \$75.20
  - You are only paying \$6 for the Preferred Client membership
- 2. Figure out what their price would be if they hit a 150QV order or a 250QV order etc.
  - 150 QV (retail- before their 20% discount) = ONE FREE \$50 product
  - 250 QV (retail- before their 20% discount) = \$20 membership waived
  - 250 QV (retail- excluding ASVP) qualifies you to purchase an additional \$125 of products for \$25
- 3. Preferred Client Rewards
  - Every time you shop, you can earn money off your future purchases! These rewards will be waiting in your cart for your next order.
- 4. Easy online ordering
  - As a PC, you will be given a login to the website making re-ordering EASY and QUICK

### Wrap up with the host.

- Show your host what happened at the party. Sales, interested Prospects, future bookings etc.
- Say: "You can have a great start to your business, and this can all go under you!"

#### Referral:

 Ask your hostess what 2 people she invited that couldn't come that you can give a gift to? Get their name and numbers. Schedule a time to bring a gift ( could be RE9 sample). Be prepared with a prospecting gift.