

Customer Service Tips

As an Herbalife Nutrition Independent Distributor, your clients' success is your success. When they see results, not only do you affect their lives, you create advocates for your business! Keep reading for 10 of our top tips for providing the best customer experience.

10 HELPFUL CUSTOMER SERVICE TIPS:

1. Get to know your customers and their specific goals. Connect with and inspire them by sharing your testimonial and personal progress.
2. The best way to make each customer's experience personalized and unique is to set up a system to keep track of key details about them like their age, goals, family members, birthdays, etc.
3. Be available and stay in touch! Respond to customers promptly and keep them motivated toward their goals.
4. Sign up for HNconnect and easily engage with your customers using the tool's automated features.
5. Use GoHerbalife.com to make product recommendations and design customized shopping carts for your customers based on their goals and preferences.
6. Encourage your customers to set up a Wellness Profile based on their goals.
7. Track your customers' weight, measurements and BMI, and document their progress.
8. Keep your customers engaged and consistently using the products with the HN Rewards program, where they can earn Points for purchases or completing activities.
9. Invite them to be a part of other healthy, active lifestyle activities within the Herbalife Nutrition community (e.g., Weight Loss Challenge, shake party or Fitness Camp).
10. Celebrate your customers' achievements!