



Workbook: New Manager Orientation

Manager Introductions

- Name
- Length of time in Tupperware
- Team Name and why you selected your Team Name

The goal of this lesson is to:

Familiarize you with the benefits of being a Tupperware Manager and define the business activities that will contribute to your growing successful business.

By the end of this lesson, you will be able to:

- Describe the Manager Career Opportunity benefits and rewards.
- Determine and calculate the income potential of a Manager.
- Explain the Tupperware Manager's role and expectations of the Manager.
- Explain the qualifications to receive royalty commissions and maintain the Manager title.
- Recognize the importance of the 1-2-3 Success Plan and incorporate dating, selling, recruiting and team activities needed to be a successful Manager.
- Locate and use the support materials and available resources.



The Manager Opportunity

"I stepped up to Manager because..."

The Benefits of the Manager Opportunity

The Tupperware Opportunity offers ...

F _____

F _____

F _____

F _____

F _____



Terms and Definitions:

- **Sales Week** — The Tupperware Sales Week begins on Saturday at midnight and ends at midnight on the following Friday.
- **Sales Month** — The Tupperware Sales Months ends at midnight on the last Friday of every calendar month. The next sales month begins the following Saturday.
- **Personal Retail Sales (PRS)**: The total personal sales of Tupperware products purchased by the Sales Force Member, as well as sold to a customer at Parties, on the Internet, through Fundraisers and other channels excluding sales credit at the Showcase.
- **Personal Sales Volume Bonus (PSVB)** — The Personal Sales Volume Bonus is a variable amount based on total Personal Retail Sales for the month.
 - U.S.: 5% is paid for PRS between \$1,200 to \$3,199
 - 10% is paid on PRS above \$3,200.

CAD: \$50 for \$1,500 on PRS and \$50 for each additional \$500 in Personal Retail Sales

- **Manager Team** — A team at the Manager level is defined as the Manager plus her/his Personal Recruits (excluding any recruits not recruited by the Manager, in the Director-in-Qualification Program or that have been promoted to Director). In other words, one level deep.
- **Personal Recruit with Active Status** — Any Consultant the Manager has personally recruited who has a minimum of \$250 U.S./\$500 CAD in PRS within a rolling four sales month period. New recruits entered in My Sales on the first day of the month will begin the rolling four-month period qualification immediately during the current month. If entered beyond day 1, the rolling four-month period begins the following month.
 - For example, a recruit entered on June 1 shall have June to September to enter \$250 U.S./\$500 CAD in sales to maintain active status. A recruit entered on June 2 shall have July to October to enter \$250 U.S./\$500 CAD in sales to maintain active status.
- **Personal Qualified Recruit (PQR)** — Any Consultant the Manager has personally recruited who sells \$450 U.S./\$550 CAD in PRS within their first 30 days of being entered as a recruit in My Sales.
- **Team Retail Sales (TRS)** — Team Sales are the combined Retail Sales from you, the Manager, and your personal recruits in a sales month.
- **Commissionable Volume (CV)** — Commissionable Volume is a variable Royalty Bonus calculated at 75% of TRS paid to Managers and above.

For example, if the TRS for a sales month were \$2,500 the CV would be \$1,875.

Royalty Bonus — A Royalty Bonus is a variable percentage determined by the number of the Manager's personal recruits who become qualified that month. The percentage is calculated on the Commissionable Volume of Team Sales. For example, if the Manager has 3 Personal Qualified Recruits for the month, the Royalty Bonus would be calculated at 8%. In our example above, the bonus would be 8% of \$1,875 (Commissionable Volume) or \$150.



Manager Income Example (US): Scenario: 8 personal parties, 1 team party, no PQRs

Step 1: Calculate Retained Profit

8 Parties held at (U.S. \$450 party average) = \$3,600 PRS
 25% commission on \$3,600 PRS (Retained Profit) = \$900.00

Step 2: Calculate Personal Sales Volume Bonus

Add 10% PSVB \$360.00

Step 3: Calculate Team Sales

PRS \$3,600 plus 1 party \$450) = \$4,050 TRS

Step 4: Calculate Commission Volume

Multiply \$4,050 TRS by 75% = \$3,037.50 CV

Step 5: Calculate Royalty Bonus

Multiply \$3,037.50 CV by 4% (0 PQRs) \$121.50

Step 6: Total Monthly Income **\$1381.50**

Manager Income Worksheet: Scenario: 8 personal parties, 2 team parties, 3 PQRs)

Retained Profit (based on your party average) \$ _____

Personal Sales Volume Bonus \$ _____

Total your Team Sales = \$ _____

Commission Volume \$ _____ CV

Royalty Bonus (refer to chart for Manager % based on 3 PQRs) \$ _____

Total Potential Monthly Income \$ _____

Star Manager Income Worksheet: Scenario: 8 personal parties, 4 team parties, 3 PQRs)

Retained Profit (based on your party average) \$ _____

Personal Sales Volume Bonus \$ _____

Total Your Team Sales = \$ _____

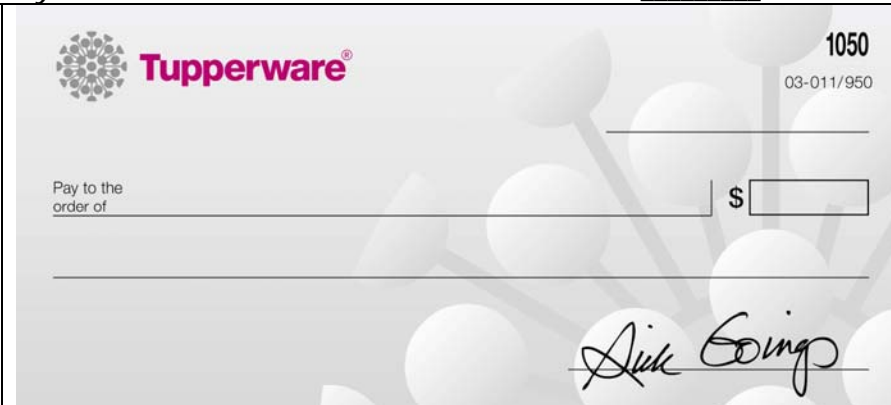
Commission Volume \$ _____ CV

Royalty Bonus (refer to chart for Star Manager % based on 3 PQRs) \$ _____

Total Potential Monthly Income \$ _____

What income would you like to receive?

Write yourself a paycheck for that amount.





Consultant Success Characteristics

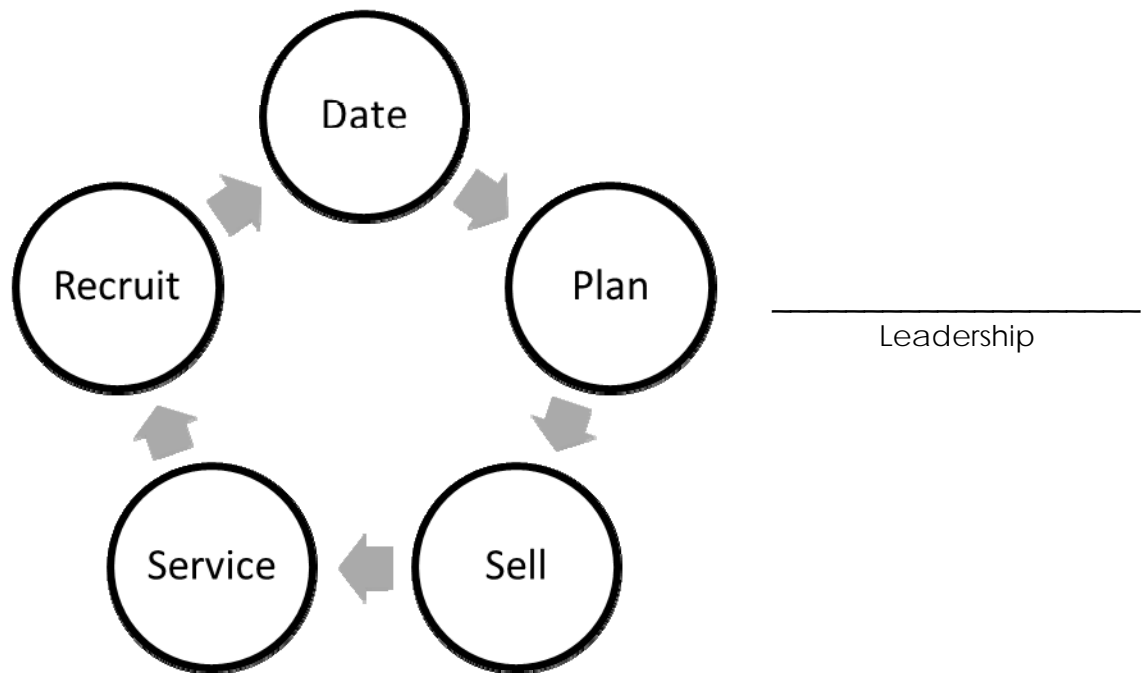
What are the characteristics of a successful Tupperware Consultant?

Consultant Success Activities

What are the activities of a successful Tupperware Consultant?



Consultant's Cycle of Success



A successful Tupperware Consultant . . .

- Dates, plans, holds Tupperware parties (sells), services Customers **and**
- Recruits new Consultants



Manager Role and Success Characteristics

What are the qualities of a leader?

My Personal Leadership Potential Assessment

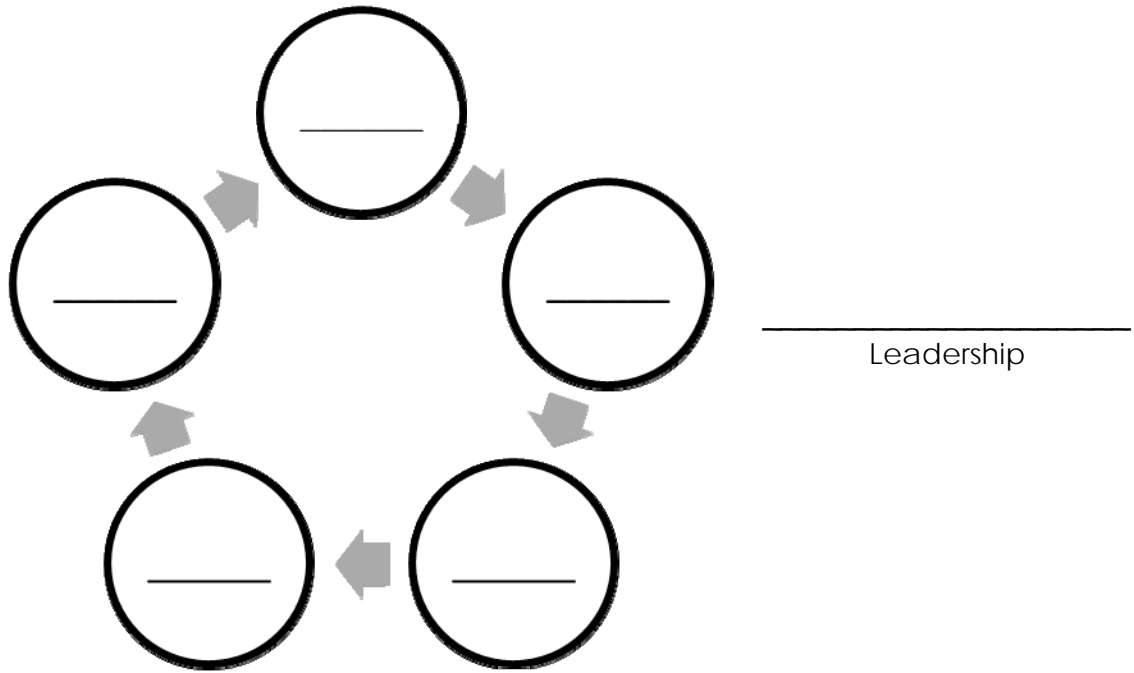
The beauty of being a Tupperware leader is that you will earn while you learn and grow your business and your leadership. Take a moment to answer the questions below and rate them on a scale of 1 to 10 with 10 being the highest score.

- 1. I am enthusiastic about my business and life in general. _____
- 2. I am self-disciplined with my time and activities. _____
- 3. I have a proven track record of success. _____
- 4. I have strong people skills and am able to build meaningful relationships. _____
- 5. I have the ability to solve problems. _____
- 6. I am committed to do whatever it takes to achieve success. _____
- 7. I see the big picture and set goals to achieve what I desire. _____
- 8. I can handle stress and make tough decisions. _____
- 9. I maintain a positive attitude and inspire others through encouragement and support. _____
- 10. I reach out to others in need and offer my assistance. _____
- 11. I take responsibility for my decisions and actions. _____
- 12. I communicate with clarity and I lead by example. _____
- 13. I set priorities and stick to them. _____
- 14. I conduct my business with honesty and integrity that is consistent with my values. _____
- 15. I genuinely listen to what others say and don't say to gain understanding. _____
- 16. I have a desire to keep learning and growing. _____
- 17. I have a manner that draws people who naturally want to follow me. _____
- 18. I am confident about my strengths, skills and abilities and have a good self-image. _____
- 19. I put other's needs before my own and have a desire to serve. _____
- 20. I see people as they can be and believe everyone deserves a chance to succeed. _____
- 21. I have a plan and push myself to achieve it. _____

Now that you have taken this assessment, place a star next to your 3 best strengths and circle 1 area you'd like to improve.



Manager's Cycle of Success



A successful Tupperware Manager...

- Dates, plans, holds Tupperware parties (sells), services Customers and personally recruits.
- **and**
- _____, _____, _____, _____, and _____ a team of Consultants.



Requirements for Managers:

Achieve (To Achieve the Manager level)	
Requirements:	Notes:
<ul style="list-style-type: none"> • Achieve Personal Retail Sales of \$500. • Achieve Team Retail Sales of U.S. \$2,000 /\$2,500 CAD. • Have three (3) Personal Recruits w/Active Status. 	<ul style="list-style-type: none"> • All requirements must be met within a single sales month. • Promotion to the Manager level will be considered effective during the sales month in which qualifications were met.
Receive (To Receive Compensation at the Manager level)	
Requirements:	Notes:
<ul style="list-style-type: none"> • Minimum Personal Retail Sales of \$500. • Minimum Team Retail Sales of U.S. \$2,000 /\$2,500 CAD. • Minimum of 3 Personal Recruits w/Active Status. 	<ul style="list-style-type: none"> • All requirements must be met each sales month in order to be paid at the Manager level for that month. • If the listed requirements are not met during a sales month, compensation will be based on the level of achievement.
Maintain (To Maintain the Manager level)	
Requirements:	Notes:
<ul style="list-style-type: none"> • Minimum Personal Retail Sales of \$500. • Minimum Team Retail Sales of U.S. \$2,000 /\$2,500 CAD. • Minimum of 3 Personal Recruits w/Active Status. 	<ul style="list-style-type: none"> • If a Manager misses his/her requirements during a sales month s/he will get to keep his/her "Manager" title, but will be paid based on the level of achievement. • Managers are allowed a total of 3 misses towards their title requirements during a calendar year (Jan – Dec). • Upon the 4th miss, the Manager loses his/her title and will be repositioned to the level of achievement.

Requirements for Star Managers:

Achieve (To Achieve the Star Manager level)	
Requirements:	Notes:
<ul style="list-style-type: none"> • Achieve Personal Retail Sales of \$500. • Achieve Team Retail Sales of U.S. \$4,000 /\$5,000 CAD. • Have 6 Personal Recruits w/Active Status. 	<ul style="list-style-type: none"> • All requirements must be met within a single sales month. • Promotion to the Star Manager level will be considered effective during the sales month in which qualifications were met.
Receive (To Receive Compensation at the Star Manager level)	
Requirements:	Notes:
<ul style="list-style-type: none"> • Minimum Personal Retail Sales of \$500. • Minimum Team Retail Sales of U.S. \$4,000 /\$5,000 CAD. • Minimum of 6 Personal Recruits w/Active Status. 	<ul style="list-style-type: none"> • All requirements must be met each sales month in order to be paid at the Star Manager level for that month. • If the listed requirements are not met during a sales month, compensation will be based on the level of achievement.
Maintain (To Maintain the Star Manager level)	
Requirements:	Notes:
<ul style="list-style-type: none"> • Minimum Personal Retail Sales of \$500. • Minimum Team Retail Sales of U.S. \$4,000 /\$5,000 CAD. • Minimum of 6 Personal Recruits w/Active Status. 	<ul style="list-style-type: none"> • If a Star Manager misses his/her requirements during a sales month s/he will get to keep his/her "Star Manager" title, but will be paid based on the level of achievement. • Star Managers are allowed a total of 3 misses towards their title requirements during a calendar year (Jan – Dec). • Upon the 4th miss, the Manager loses his/her title and will be repositioned to the level of achievement.



20 Tips for Easier Dating at Parties

1. Create a guest list with the Host to ensure lots of guests (and lots of dating prospects).
2. Ask the Host ahead of time which guests may like to date a party.
3. Reward the Host for having 1 – 2 “datings-in-waiting” before the party begins.
4. Offer a small gift to guests who bring a friend (the more dating prospects – the better).
5. Display and demonstrate the Host Gift Special at every party.
6. Include plenty of dating bids throughout each party (people only listen part of the time).
7. Greet each guest warmly when they enter the room and begin building a relationship.
8. Do a “private demonstration” of the Host Gifts to guests who arrive early.
9. Make your Host feel special starting at the beginning of the party and thank the Host at the end of the party.
10. Thank the Host throughout the party and treat them like royalty with extra game gifts.
11. Thoroughly demonstrate the Host Gifts – explain why they are unique (create the desire).
12. Involve the guests at your party – provide an entertaining, interactive experience.
13. Give an informative demonstration of your Tupperware products from the major categories. Discuss the benefits of what’s in it for them (they save **money, time, waste** and **taste**).
14. Practice explaining the benefits of hosting a Tupperware party at every opportunity.
15. Invite every guest to Host a party. Display a sign on your table: “If I don’t ask you to date a party – I owe you a gift!” It sounds obvious, but it works.
16. Develop and practice your own responses to the most common dating objections.
17. Thank each guest for attending and placing an order.
18. Send thank you notes for dating and another note after the party is held.
19. Look and act like a successful Manager.
20. Above all, have fun at your parties – this is a social experience!



Top 20 Tips for Easier Recruiting

1. Wear your Tupperware nametag everywhere and always carry a supply of catalogs and order forms. It sounds simplistic, but it works!
2. Offer to share the opportunity with every single guest at every single party. If you miss speaking to a Guest at the party, call her the next day.
3. Carry your Opportunity Cards with you at all times so you're always ready to share the Tupperware Story.
4. Practice out loud your responses to the most common recruiting objections.
5. Get in the habit of asking your Host about their party guests. You could say, *"Who will be coming to the party that would make a great Tupperware Consultant?"*
6. Truly believe in the opportunity you are offering others. Take a moment to think about all the benefits Tupperware offers (fun, family, friendship, financial freedom, and flexibility). Keep these benefits in mind as you talk with your customers about Tupperware!
7. Offer the Tupperware Opportunity to each Host: You can say: *"Tupperware has offered me a wonderful advancement opportunity and I've decided to accept it! I'm a Tupperware Manager and I'm looking for a few super people to join my team. I'd love to have you as a member of (team name) and you could use your party to get started. Have you ever heard the full story of the Tupperware Opportunity?"*
8. Include recruiting bids and/or your Tupperware I-Story testimonial at every party.
9. Offer the Tupperware Opportunity to every person on the phone when you make update calls.
10. Always ask for referrals: *"Who do you know that might like to hear more about the Tupperware Opportunity?"*
11. Offer the Tupperware Opportunity to your: best friend, neighbor, church friend, waitress, bank teller, relative, child's teacher, receptionist, grocery store clerk, dry cleaner, hair stylist, nail technician.
12. Ask every Consultant, during every contact and after every one of their parties for leads. You could say, *"Who did you meet who you liked and who likes Tupperware and would be great on your team? Who could use some extra income? Who was your favorite person at your party? Who was your favorite person who didn't date a party at your party?"*
13. Observe your upline during an Opportunity Interview. Once you've observed, conduct the next one yourself and ask for feedback.
14. Place a "help wanted" sign on your display table.
15. Make your job look easy!!!!
16. Hand out pretend \$1,000 bills (with your contact info on the back) to everyone at your parties and everywhere you go. Ask *"What would you do with an extra \$1,000 within the next 4 weeks... what if this \$1,000 I handed you was real... how would you use it?"* Then they share their WHY and their WHY is why you should share the \$1,000+ per month earning opportunity with them.
17. Ask every guest at every party to put that \$1,000 in their wallet, where all their cash goes. You could say, *I'd like you to put this \$1,000 in your wallet and when the day comes when you open your wallet looking for cash and you need that \$1,000 to become real, pull it out and call the number on the back and I will help you make that happen."*
18. Bring guests (Hosts, Customers, Friends ... people you know who love Tupperware and could use extra income) ... to Guest Events, Team Meeting, Rallies, Organization Meetings, Training Classes, etc. Make sure that you, and everyone on your team includes the invitation as part of party planning.
19. Create your Tuppermonial I-Story (a personalized recruiting message of the difference Tupperware has made in your life) and share it at every single party.
20. Schedule a "Party of the Week"... or party "Pop-ins," with team members you believe in, so you can help them recruit at their parties!



Support / Tools / Resources

My.tupperware.com/My.tupperware.ca	Keep updated on the latest news, events, offers, products, programs, promotions and training. You can also sign up to sell on the internet with your online store.
My Sales	Place and track your orders anytime of the day or night, view your sales and the sales of your Consultants, and track the performance of your new Consultants in the STAR Program. Enter your recruits online. Report your party lineup.
facebook.com/tupperwaresalesforceusca	"Like" Tupperware's Facebook page just for Sales Force Members. It is a great place to connect with other people like you and get information that can help your business. You can watch videos, ask questions to other Sales Force Members, find new resources and join in the conversation about owning a Tupperware Business!
twitter.com/twsalesforceus twitter.com/twsalesforceca	Follow Tupperware on Twitter. You will see party tips, business advice, inspiring quotes, and helpful reminders on our Sales Force Twitter account. Messages are short, to-the-point, and easily shared with any of your own Twitter followers.
www.youtube.com/tupperware	Access videos about Tupperware products easily at home or on the go. You can see event related or promotional footage too! Subscribe to the channel to get new video notifications.
Direct Deposit	Receive your Monthly Compensation Payments direct deposited into your bank account.
Tupperware Card	Use for payment of your Tupperware orders - receive points to redeem for free printed materials, sales aids and Tupperware Gift Certificates. Enroll through My Sales.
TupperwareBrands.com	Tupperware's Corporate website.
twotrends.com	Update your own e-mail newsletter for Tupperware.
Evite.com	For your Hosts to send e-invitations.
PhoneVite.com	Set up recorded message to be sent by phone.
FreeConference.com	Set up conference calls for your Team.
VistaPrint.com	Business cards, post cards, stationery and more.
TheBooster.com	Stickers, stationery for direct sellers.
MagnetStreet.com	Custom business card and calendar magnets.
Office Max	Use the card to take advantage of special pricing on printed flyers, home office products and tools, and even school supplies. Details on My.Tupperware.
SiteImpressions.com	Success items, web design, direct sales resources.
DSWA.org	Training and Resources for direct sellers.
WalktheTalk.com	Leadership motivation and inspiration.



Getting to Know You – Part 1

Your Name _____ Team Name _____

Address: _____

Tel. #: () _____ Cell #: () _____

Email: _____ Spouse's Name: _____

Your Birthday: _____ Spouse's: _____ Anniversary: _____

Children's names/ages: _____

Your hobbies & interests: _____

What other commitments do you have? _____

Date started: _____ Promoted to Mgr. _____ Mgr. Status: _____

Why did you join Tupperware? _____

Why did you promote to Manager? _____

What are one or two main reasons you like being a Tupperware Manager? _____

What are your areas of "strength?" _____

What areas do you need help? _____

What programs/products/incentives motivate you the most? _____

What are your "Hot Buttons?" (recognition, money, gifts, teaching, learning new things, belonging to exclusive groups, etc.) _____

How much money do you want to take home weekly/monthly? _____

What is your main goal? (furniture, pay bills, vacation, clothes, etc.) _____

Are you a self-starter? _____

How do you like to be lead? (push me, call me, encourage me, leave me alone) _____

What do you expect of me as your Director? _____

What do you need from me? How can I help you most? _____

What can I do right away to help you in your business? _____



Getting to Know You – Part 2

Your Name _____

Date _____

Category	I don't know what this is.	I've never done it. I don't know how.	I've tried and I would like some help.	I'm fairly confident.	I'm very confident
At the Party					
Basic Demo					
Cooking Demo					
Party Flow					
Custom Kitchen					
Rotating Kit Product					
Party Planning/Host Coaching					
At the Party					
On the Phone					
Getting the Guest List					
Mailing Brochures/ Invitations					
Reminder Calls					
Dating at Parties					
Giving dating bids					
With dating games					
Using Host Gift Program					
Talking one-on-one					
Dating away From Parties					
On the Phone					
Service Calls					
Promised Call-Backs					
Telephone					
Follow-Up Calls					
Big MAC Calls					
Cold Calls					
Scheduling Interviews					
Recruiting					
Bids at Party					
Interview at Party					
In-Home Interview					
Starting a New Consultant					
Kit Issue					
Grand Openings					
Training Parties					
Answering Concerns					
Administration					
Order Entry					
Reading Reports					
Tracking					
Organization					
Schedule					


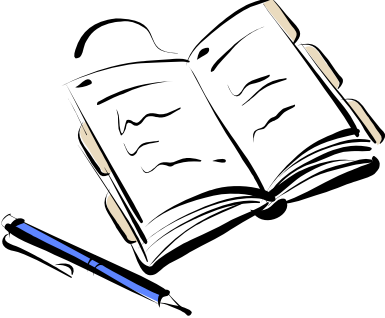




Success Activity

Complete these activities to set the foundation
for long-term success as a Tupperware Manager

My Next Career Goal _____ My Target Date _____

1. _____
2. _____
3. _____

<p>Offer the Opportunity to everyone and recruit 3 or more new Consultants.</p>	<p>Learn the steps for training new Consultants</p> 	<p>Call your Consultants weekly to review their activity and pass the information along to your Director.</p>
<p>Build your personal schedule to 3 or more parties weekly.</p> 	<p>Observe 2 or more Opportunity Interviews and conduct 2 or more yourself.</p>	<p>Date 2 parties from every party held.</p> 
<p>Ask each Consultant for recruit leads and follow up with Opportunity Interviews.</p>	<p>Make 5 business-building phone calls each day.</p> 	<p>Attend every team meeting, call and class.</p>



I attended the New Manager Orientation

Please present me with my
Certificate of Achievement

Manager's Signature

Director's Signature

I attended a Training Party with my Manager / Director

I would like to claim my reward.

Manager's Signature

Director's Signature

I observed a Kit Issue

I would like to claim my reward.

Manager's Signature

Director's Signature

I observed an Opportunity Interview

I would like to claim my reward.

Manager's Signature

Director's Signature



**I offered
the Opportunity to every
single Host.**

I would like to claim my reward.

Manager's Signature

Director's Signature

**I left no money
on the table and qualified 3
new Consultants.**

I would like to claim my reward.

Manager's Signature

Director's Signature

**I called each
Consultant after their party
to ask for at least two
recruit leads.**

I would like to claim my reward.

Manager's Signature

Director's Signature

**I recruited a new
Team Member for one of my
Consultants**

I would like to claim my reward.

Manager's Signature

Director's Signature



tupperware university