

# Tupperware® Orientation (Part A) **Leader's Guide**

*\***Bolded RED words** are blank lines for members to fill in on their outlines.*

**Welcome!** Thank you for joining us!

**Introductions:** Director Testimonial

**Brief Overview of today's call:** People come into this business for a variety of reasons. And, there are many different ways to make money with it. Today we are going to talk about the different plans that are in place as well as the things you generally need to know in order to be able to answer questions that are asked of you. Have your Orientation outline, Business Planner, order form and pen ready!

## **General Info:**

- Who are your upline Directors, Legacy Executive Director and Regional VP?

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Upline Director

Legacy Executive Director

Regional VP

- Other resources: **OUR WEBSITE:** [www.razzmatazzsales.com](http://www.razzmatazzsales.com)
- [www.siteimpressions.com/team](http://www.siteimpressions.com/team), [www.vistaprint.com](http://www.vistaprint.com), [www.fsrc.podcastpeople.com](http://www.fsrc.podcastpeople.com),

**Open your my.tupperware.com site for much more information!**

Visit My Success > Getting Started

## **Overview of Business Starter Kit Materials (included in either kit):**

- Product Reference Guide with features & benefits. Please read over this for product info and word choices!
- Product tent cards
- Party Partner
- Training DVD...watch this!
- Quick Reference Guide: Commission overview; Replacement Program; Internet Services; etc

**Business Supplies:**

- Order forms, guest list, opportunity flyers, party envelopes, recipe cards, catalogs and sale brochures

## **Review Business Planner:**

(follow the pages of the business planner thru this section)

- Inside Cover – Calendar and Important Tupperware Events!
- Gray Box for Important Info/phone numbers to have at your fingertips! Fill in your info!
- **Star Program for your success! 3 ways you make additional income!!**
  - **Weekly sales!** Each week, during your first 13 weeks, that you submit at least \$450 in orders, you will receive a product reward! You can also earn the consistency bonus by submitting \$450 each week your first 4 weeks! Week one starts the Saturday following your registration date.

- **Sharing the Opportunity!** Invite others to join you and earn even more rewards!
  - \$ Earn **\$25** and a personalized name badge for the first person you personally recruit and they sell \$450 in their 1<sup>st</sup> 30 days!
  - \$ Earn **\$50** for the second person you personally recruit and they sell \$450 in their 1<sup>st</sup> 30 days!
  - \$ Earn **\$75** for the third person you personally recruit and they sell \$450 in their 1<sup>st</sup> 30 days!
- ❖ **Build to Royalty!** Earn \$150 off your next order...Tupperware Kit Bag (\$75 value)...2 Night Getaway (\$400+ value) and Team Royalties of 4% - 8%!!! How...
  - \$ Personally sell **\$500** and
  - \$ Have Team sales of **\$2000** during month
  - \$ Personally share the opportunity with **3** personal qualified/active recruits!
- ❖ **The Best gift you can give...People I know from Places I Go** – Think of FRANK! Tell 10 people of your new opportunity: 2 **Friends**, 2 **Relatives**, 2 **Acquaintances**, 2 **Neighbors** and 2 **Kid's Moms!**
- ❖ **My Observation Party** – Ask your upline director about setting up an observation party for you to attend!

#### How to take and place orders:

#### Taking Orders: 2 types - Customer (short) & Shopping Order form - proven to increase sales.

1. Make sure the customer fills out their information completely.
2. Collect email addresses for future business. To get their email, you might say, *“Sally, when we have specials I send them out on email. Would you like to be on the list?”*
3. Remind them to check boxes with their interest.  Full or Part-Time Career,  A party or  Fundraiser
4. Item # is found in the catalog. 3 - 4 digit numbers are regular priced items. Item #'s beginning with “8” with 5 - 6 digits are sale priced items.
5. Description and price. Completing these is a good double-check for you, when ordering!
6. “Seal Number” is only for **Modular Mates** Containers.
7. Add it up! Customers can pay by: Cash, Check (made payable to you), Visa, MC or Discover.
8. Shipping and Handling is **10%** of the product total with a **\$4.50** minimum. In other words, product retail totals under \$45 will be charged a flat \$4.50 and everything over \$45 is 10% of product total.
9. Add product total and shipping to get the next subtotal.
10. Tax rate is based on where the orders are shipped. In most states shipping IS taxed. If your customers question this, let them know it is state mandated and not from Tupperware.
11. Payment should be collected at time of the order. (We do not recommend placing orders unless you have received payment.)
12. They can round up their total for our Change for the Better Campaign for the Boys & Girls Clubs of America. You check the round up box on the order in the computer for the donation.
13. Customers will receive yellow, perforated section of order at time of ordering. Host will receive top section of yellow copy. Consultants keep white original order.

## Warranty:

Please refer to the warranty program ([my.tupperware.com](http://my.tupperware.com) under My Business>Products>Catalogs) to see what is covered and what is not. Warranty items can be ordered alone, or with other orders. Shipping and Handling IS charged for warranty items when ordered alone. *Helpful Hint: Print the warranty guidelines and carry with you!*

Tupperware is guaranteed for life against **Chipping, Cracking, Breaking** and **Peeling!** Look up items in Parts Replacement Catalog or online. Use the Item number to order. If the item is labeled "OBS" this means the item is obsolete and not currently available. Suggest an alternative item and order it as the warranty item.

## What do I do with the broken Tupperware?

- Using a permanent marker, make a big X on the bottom of the container.
- Writing the customer name and the date on each piece for future reference is always a good practice.
- Keep the Tupperware for a minimum of 30 days.
- Tupperware has the option of requesting broken pieces at any time from you.

## Placing Orders:

**By Phone** - You may call in your orders to Customer Care: 1-866-376-7520. As a new Consultant, you can call Customer Care to place your orders at no charge during your first **13** weeks (*Beginning your 14<sup>th</sup> week a nominal fee of 1.5% of the retail party total will be charged.*)

When placing your call, make it more efficient by keeping the orders from each party together. Customer Care will ask for information in the following order:

- a. Consultant 11-digit ID#
- b. Orders being shipped *directly to the customer* (an extra shipping fee will be charged on each order).
- c. Customer credit card orders followed by check and cash orders.
- d. Host purchases and half-off products followed by their gift order.
- e. Your order for sales aids and sample orders.
- f. Your personal credit/debit card and billing information.

**Online** – Go to your [my.tupperware.com](http://my.tupperware.com) site and click on the "My Sales" tab and select Enter Orders.

Please take the online training course for placing orders or set up a time with your upline to place your first orders!

**Sign up for a Tupperware Card:** This will allow your customer checks to clear before Tupperware pulls from your account. Also this allows Tupperware to directly deposit your bonus checks! No waiting on the mailman! Sign up for your Tupperware Card in My Sales on My.Tupperware:

- Select "Next" on the "What's Hot" page.
- Select "Next" on the "Update Personal Stats" page
- On the Party History page, go to the right hand navigation buttons and select the blue box "Tupperware Card" the Tupperware Card enrollment form will appear.
- You want the Tupperware Check Card.
- Put your daytime phone and evening phone in the application...even if they are the SAME number you must enter it twice!

## Host Program!

\$150 = Thank You gift for **\$2.50** (sample cost is \$13)

\$250+ = Host earns **10%** in Host Credit = \$25 free and (one) ½ price item

\$450+ = Host earns **15%** in Host Credit = \$68 Free & (2) ½ price items

\$1000+ = Host earns **20%** in Host Credit = \$200 Free & (3) ½ price items

*\*\*Host credits and ½ price selections cannot be used towards sale priced items. Helpful hint: 3-4 digit item numbers only*

\* Avoid an additional **\$4.50** shipping charge with retail orders over \$100

**Earning an Income with Tupperware:** This can be accomplished in many different ways depending on the plan you chose when you joined our team. Next, we'll go over the most common reasons people join Tupperware.

*\*\*Please know that as we talk about the various plans that are available, you are able to participate in as many as apply and able to "upgrade" your enrollment at any time to one of the other opportunities.*

## Personal Shopper:

- You have chosen to purchase Tupperware for yourself at a discount and to sell to your family and friends.
- Benefits include a **25%** discount on any product. Sale or Full price.
- **35%** off sampling program! Once per month discount on any new products released.

Also included in these benefits is participation in our Health Care program and savings or retirement plans.

## Catalog Specialist:

- Your choice is to hold catalog "shows" monthly to earn extra income.
- This can be done by showing the catalog to friends, family and co-workers and submitting orders as a "party" for yourself, with you as the hostess.
- Or, you can have friends show the catalogs and collect orders to be considered hosts themselves.
- The minimum amount of collected orders to be considered a "party" is \$250. That is where the host will begin to earn free product and one ½ price item.
- If you have not done so already, we recommend that you hold an Activation party in your home where your Director can help to establish you in business with your family and friends.
- Let us help line up your first catalog shows to get you started. We recommend that you hold/submit at least two catalog shows per month to keep your account active.

## Fundraising Specialist:

- Your choice is to use Tupperware's Fundraising Catalog to help organizations raise money for their cause.
- You may hold personal fundraisers as well as schools, and many other organizations. The Fundraising Line is a completely separate catalog that offers a **40%** profit.
- We recommend that you are in contact with and conducting a fundraiser with one organization per month to keep your account active.

## Internet Specialist:

- Your choice is to conduct business on the web through Tupperware's approved site.
- Pay for and set up a Tupperware Website. The cost for the site is **\$7.95** per month for the "Plus" site, and \$14.95 per month for the "Gold" site.
- Please review the Internet Policies on-line.
- We recommend that you actively invite friends, relatives, & co-workers to visit and order from your website.
- **SELLING ON E-BAY OR OTHER AUCTION SITES IS STRICTLY PROHIBITED AND CAN CAUSE THE TERMINATION OF YOUR TUPPERWARE ACCOUNT PRIVILEGES.**

## Party Specialist – this is the best plan!

- The easiest way to make money in this business is to hold in-home demonstrations.
- Tupperware is the leader in home parties for over 60 years.
- Holding **2** parties (avg. sales \$400) a week can yield you **\$1100** a month!

## What Are You Thinking?

Now, you may have joined as a personal shopper, and are thinking...

- \$** I know of an organization who could use some money, or
- \$** I have a friend who would show the catalog around for the chance to earn some free products.

Again, remember that you can upgrade your plan at any time! All you need to do is talk with your recruiter/director so we can help you order the materials you need to conduct a Fundraiser or catalog show.

## Keep Your Account Active:

To continue your Tupperware benefits, you must have a minimum of \$250 in retail sales within a rolling 4 month window. (That's only \$62.50 per month!) All sampling, fundraiser, internet and personal orders go toward the minimum!

## You will want to make your Business CLiCk!

*WHY...not about selling ...it's about developing relationships!*

1. Create a Positive buying experience.
2. Create Loyal customers.
3. Provide what your customers want!

*HOW...*

1. **Connect** with your customers on a personal level.
2. **Listen** by asking thought-provoking questions that encourage the customer to talk. You can then focus on listening.
3. **Confirm** to make sure you understand what the customer has told you, then connect the benefit back to their need.

## **Knowledge is power....Training Opportunities...**

- ☑ Team meetings, rallies and training events.
- ☑ Tupperware Regional events – usually Spring & Fall
- ☑ Tupperware Jubilee! National Event at our world headquarters in Orlando, FL
- ☑ Training Parties - Attend a party or watch training demos online!
- ☑ One-on-One Business Meetings - By Request
- ☑ Internet: [www.my.tupperware.com](http://www.my.tupperware.com)
- ☑ Training Conference Calls!

## **Don't forget!**

AWARDS & INCENTIVES are offered by Tupperware and your upline managers & directors! To redeem your awards from Tupperware, simply place a consultant order. Be sure to check your My Coupons weekly!

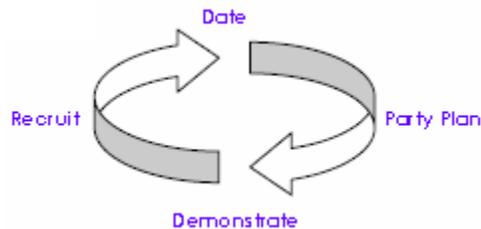
**REMEMBER- WORK THE STAR REWARDS PROGRAM! Your first 13 weeks of awards and recognition is so PROFITABLE for YOU!!**

## **Final Thoughts and Questions!**

- ❖ Work your business on YOUR schedule. Tupperware is the Perfect FIT for any lifestyle.
- ❖ Share your dreams with us and we'll help you make them come true!

# Tupperware® Success Steps (Part B) Leader's Guide

## Cycle of Success:



## Why do people date?

1. **Free Product**
2. **Help their friend!**
3. **They had FUN!**
4. **To get together with family & friends!**
5. **To eat and try our recipes!**



## The FIVE Step Sales Process:

1. **Prospect**...actually picking up the phone or getting out there and talking about your business! ASK! They are interested but are waiting for you to ASK!
  - a. Contact List – It is important to develop a contact list for yourself of people you can contact to help you in your business. Take a couple minutes...
    - ~ Loves a deal -
    - ~ Loves to talk -
    - ~ Loves Tupperware -
    - ~ Is a Party Queen -
    - ~ Owes YOU a favor -
    - ~ Would do anything for you -
  - b. **USE FRANK: Friends, Relatives, Acquaintances, Neighbors, Kid's Mom's.**  
\*\*Remember that list we talked about during the first class? Who has it?
  - c. **Take the FRANK challenge!** Ask 10 people and email me results within 48 hours of our class! Challenge ends: \_\_\_\_\_

Remember...in Tupperware...NO means a New Opportunity to ask someone else! It doesn't mean NO...just means the time is not right at this time!

\*We prospect everywhere! Have a book with you...catalogs, flyers, business cards! Have them where people can see it! They'll ask you about it in line, etc

\*Don't just give out one card...give out several and tell them to write their name on the back of the cards and hand to their friends. "If your friends call me...You'll get a gift!"

\*Prospect at craft shows, fairs, festivals, etc...When you see a show, ask if they have a Tupperware rep...be courteous and if they have one - go somewhere else! You can find other places! Look for the small local events in your backyard!

2. Ask Questions... I am calling because...do you still...? Find out about them and BUILD A RELATIONSHIP! Ask about FORM...
  - a. **Family... Occupation... Recreation...** now your **Message** to them!

Use these questions to find out about them and create a Message that will reach their needs!

3. **Selling the Features/Advantages & Benefits...** Once you know a little about them, you can fit their needs! It is about them!

**Dating:** "By hosting a party you are getting together with your family & friends AND earning FREE Tupperware!"

**Product:** You need Vent 'N Serve for your leftovers and they are stain resistant as well as safe for the freezer and microwave!

4. **Overcome Objections...** Everyone has a reason why they can't. Listen for their need and fill it. Objections are not always NO, they are usually an indication they don't understand your product or service. Use the following techniques to help...

- a. LEAP: **Listen**, **Empathize**, **Ask** and **Produce**

- b. And 3 "F words" **Feel**>**Felt**>**Found**

- c. Let's Role Play some examples:

~ I don't know enough people: Average party is around 5 - 7 people.

~ I don't want to clean my house: Let's take it to a restaurant, park, bingo...

~ I don't "DO parties": Let's have a private show or a fundraiser

~ I'm too busy!: Offer an "office party"

...you will get lots of No's...we are "trained" to say no! Keep talking to them! Start with getting them in the yes mode...did you enjoy the party, did you really like the Lemonade Set...then move into a day that might work for them!)

We can do all the "right" things with Feel, Felt Found, etc...but we need to learn something else!!! To Close! This is so important! You'll find someone who wants to have a party...but if you never talk dates then it doesn't happen!

5. **Gain Commitment/Close the deal...** Be in control of your business...offer dates you want to work! Don't be Desperate...they will know. Always date parties to be held within 2-3 weeks!!!!
  - a. Offer Choices - Weekday or Weekend>Day or Evening>6pm or 7pm
  - b. Assumptive Close: Let's host your Grand Opening on Wednesday the 13<sup>th</sup>.
  - c. Next Step: If they need more time offer a next step. Come to rally, Tupperbingo or on a party with you.

## PARTY PLAN:

### KEEP IT SIMPLE- Simple, yet SOOOOO Important!

1. Party Planning Packet
  - a. **2 Catalogs/2 Flyers/other sale flyers**
  - b. **Order Forms**
  - c. **Host Letter or Tic-Tac-Toe or Success Party Guide**
  - d. **2 Guest Mailing or E-mailing lists ...Explain what the copies are for!**
  - e. **Self Addressed Stamped Envelope**
  - f. **Host Gift Checklist or Host Flyer if offered that month...see my.tupperware!**
  - g. **Recipe Options/Selection...be sure to put your name & info on these! Women keep them forever!!!**
  - h. **Fundraiser info sheet**
  - i. **Recruiting Information....we save the BEST for last!**
2. Coach your host ASAP in PERSON
3. Provide a "DATING GIFT"...currently it is \_\_\_\_\_
4. TAKE CONTROL! Make **3 - 4** contacts before each party with the host!
  - a. Send thank you note or phone call: *As soon as the planning session is done, send a brief hand-written thank you note to your host. "Dear Cindy, I enjoyed meeting you at Pam's Tupperware party. Thank you for scheduling your own Party with me. You helped Pam earn FREE Tupperware and you're next! I will plan to see you at (time) and if I can be of any help to you before then, please let me know. Again, thank you for being a special host. Sincerely,"*
  - b. First Call:
    - Ask for guest list if not received yet and verify the invitations have been sent or will go out on (date).
    - Remind host to personally invite her guests. Give her a reason to call her guests: "Mary, this is February so ask your friends to wear something with hearts and I will have a gift for them!"
    - Remind host to work on outside orders. Ask SPECIFIC QUESTIONS
  - c. Second Call (about 2 days before the party):
    - Find out the number of people she's expecting
    - Ask about the guests attending, tailor the party to suit their needs
    - Remind host to work on outside orders...ask SPECIFIC QUESTIONS
    - Keep her enthusiasm high. "With all the people you're inviting, I just know you're going to receive the..."
    - Get directions and remind her you'll be arriving a half hour early

**\*\*Contact is important for party holding consultants as well as Catalog Specialists!!!\*\***

# Tupperware® Success Steps (Part C) **Leader's Guide**

**DEMONSTRATING:** The More You **Learn**, The More You **Earn!**

Your starter kit includes the Party Partner! (*Leader's – actual party demonstrated*)

## **Packing for a Party:**

1. Calculator/Pens
2. Catalogs/Order Forms/Flyers...may put into folders (Get approx. # from Host)
3. 4 - 6 Party Planning Packets
4. Calendar/Business Planner
5. Products for Recipes \*\*Always carry only current product/colors, AND keep it simple!!!
6. Carry ONE or TWO BAGS of products!!
7. Host Gift Special
8. Part Replacement Catalog
9. Tax Rate for the town the TW is being shipped to:
10. Recruiting Information
11. Fundraiser Information
12. Prizes...gadgets, host gift from you...raffle tickets, tupperbucks...

## **Concentrated Demos**

**Sell in SETS!** Increase your party average!!

### **Think 3 sets:**

1. Same product or theme – have a small, medium or large set
2. Different lines – have no more than 3 sets. Example: RNS, MM and FS

## **Follow the Moments that Matter from your Party Partner!**

- 1. Set the Stage**
- 2. Greet Guests**
- 3. Engage Guests in the Party Experience**
- 4. Demonstrate Products**
- 5. Explore Guest Opportunities**

## **RECRUITING:**

**We have an opportunity that can change lives...who have you talked to today?**

**Why do people join us?**

- **Need Money**
- **To Belong/Friendship**
- **Help someone**
- **Product Discount**
- **Need a night out**

## Systems to support you:

- **\$1000 Hotline: 866-376-7518**
- **Tupper-Talk Calls with your upline Director**
- **Opportunity Flyer**
- **Your own 30 second story!**

## Royalty Plan:

Choosing to step into our Royalty plan within your first 13 weeks will provide you with even MORE benefits.

### Extra Awards/Money with the Star Program:

- **\$150** promoting bonus when you enter the Royalty program in your first 13 wks.
- 3 day & 2 night get-away! (\$400 value)
- Rolling product bag (\$75 value)
- Monthly royalties on personal team sales (you and the people you personally recruit)

### Career Path:

- In your my.tupperware site click on Career Path and explore the possibilities!

### Earnings Estimator

- In our ordering system, click on > Reports > Earnings Estimator.
- You can plug in numbers
- It will tell you your income potential

### Consultant 3-2-1 Success Plan

- Click with **3** new people a day!
- Hold **2** parties a week
- Recruit **1** new Consultant a month!

**CONGRATULATIONS! YOU ARE FULLY EQUIPPED TO MOVE INTO ROYALTY!**

**CALL YOUR DIRECTOR TODAY TO SET UP YOUR VERY OWN DREAM INTERVIEW!**

**Learn how you CAN make \$2500-\$5000+ a month!**

*Thanks for being a part of our RazzMaTazz Organization!*

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