



HAPPINESS CHECK-IN

Your customer has been working with the products for some time now - this is the ideal moment to get back in touch and find out how they are getting on with them.

*The **Happiness Check-In** is your guide to honest connection, joyful exchange, and genuine interest in people.*

First ask how your customer is doing

“I'm glad we're meeting again - I'm really excited to hear how your products are doing.”

“How are you feeling right now? What has changed since you started?”

*It's not about sales, it's about relationships.
The customer should feel: This is about me.*

Ask questions such as:

“Which products do you currently like using the most?”

“Was there a moment when you thought, “Wow, this really works?”

“What changes have you noticed so far - physically, emotionally, or in your everyday life?”



HAPPINESS CHECK-IN

Deepen your understanding

Ask how regularly he uses the products, whether there are still uncertainties, or topics on which he would like support.

“Is there a product you're still unsure about?”

“Would you like us to take a quick look together at how you can make your routine even easier or more effective?”

Show 1–2 new application ideas - small moments of revelation often work wonders.

Broaden your horizons

“You started with the oils - may I briefly show you what many discover next?”

or

“You started with the supplements - may I briefly show you what many discover afterwards?”

*Simply invite them, don't persuade them.
The goal is curiosity, not pressure to buy.*

Talk about the loyalty program

“Do you know how to get your favorite products at a lower price with the loyalty program?”



HAPPINESS CHECK-IN

**“Which products do you use regularly anyway?
I'm thinking of toothpaste, shampoo, soap...”**

*Briefly show how to set up the loyalty template and how he
is automatically supplied monthly and collects points
– just like with a bonus program.*

*A small gift or recipe shows him:
You see him, he is valued.*

*If your customer has had a good experience, plant the
seed for sharing.*

**"You had that issue back then... do you
remember? How wonderful that it's working so
well now."**

**"It would be a shame if others who
have the same problem as you didn't get a
solution, wouldn't it?"**

**"How many people in your circle can you think of
who are struggling with exactly the same thing?"**



HAPPINESS CHECK-IN

Make it clear: This isn't about selling, but about passing on something valuable.

"You've seen that it works, and we can really help others with it. I'd be happy to show you how you can easily share it."

This is how genuine enthusiasm arises from personal experience. People go from being customers to sharers - quite naturally, out of conviction and from the heart.

"Many start out just like you - simply because they are enthusiastic. I'd be happy to show you how it works."

It's not about convincing, but about opening up new possibilities.

→ Simply offer your happy customer the opportunity to host a small oil or foundational wellness event for their friends together with you!

1-3 people are perfectly sufficient. Show them that you will take the lead and that they don't have to do anything except authentically share their own experience and enthusiasm. Small gifts often have a big impact.



HAPPINESS CHECK-IN

“Let's just have a great afternoon together. I'll explain the effects and possible applications, and you can simply share your experience. Imagine how wonderful it would be if we could also support other people with completely natural solutions. As a thank you, I would like to give you a gift and also treat your guests.”

(The host gift could be the doTERRA keychain, for example; for the guests, a wooden clothespin as a “car diffuser” for the ventilation slot with a 1 ml sample bottle containing 10 drops each of peppermint and wild orange).

Finally: gratitude & outlook

“Thank you for taking the time - I am always incredibly happy to hear about the wonderful experiences people have with dōTERRA.”

“I am really looking forward to our event together on ... at ...!”

“I'll send you the link or the recipe I mentioned later.”

“Let's talk again in four weeks at the latest - I'm curious to see what happens by then.”

This is how genuine customer loyalty is created: through genuine interest, the joy of sharing, and meeting people on equal terms.