

Tupperware®



# MONTH 1

# YOUR NEW ROLE

AND WHO WILL YOU EXTEND  
A HAND TO?



# MONTH 1



**A**  
WELCOME AND  
INTRODUCTION



**B**  
YOUR NEW ROLE  
**1. NEW MANAGER ORIENTATION**  
i. How and when you get paid



**C**  
RECRUITING  
**1. 30-60-90 PLAN**  
**2. IDENTIFY RECRUIT LEADS**  
**3. WORD CHOICES**



**D**  
ONBOARDING NEW  
CONSULTANTS  
**1. CONSULTANT INFO/CHECKLIST**  
**2. BUSINESS KIT ISSUE CHECKLIST**  
**3. 30 DAYS OF SUCCESS**  
**4. PARTY OBSERVATION CHECKLIST**  
**5. TRAINING PARTY CHECKLIST**  
**6. START SMART**  
i. FRANK  
ii. T-Zone



# BUILD YOUR UNIT MONTH 1

**Personal: 4 Parties (minimum of \$1,200 U.S./\$1,400 CAD total)**  
**Unit Sales: \$3,000 U.S./\$3,500 CAD**  
**2 more unit recruits**  
**Unit Size: 6 (5 plus you)**



**Continue to Party**  
**Continue Recruiting**  
**Attend Director Team Meeting/Unit Huddle**  
**Attend Business Leader Trainings**



**Getting Started as a Manager - Admin**  
**Your New Role**  
**Accelerate Recruiting**  
**Onboard New Consultants**



**Effective Grand Opening & Kit Issuing**  
**Basic Training Skills**  
**Recruiting Skills**





## CONGRATULATIONS...

... you are a Tupperware Manager! Your commitment and enthusiasm have paid off and we are proud to welcome you to our Manager team. By becoming a Tupperware Manager, you've just taken a step towards growing your business.

Our "take you by the hand" training will be there for you along with your promoting Director and Business Leader as you will try lots of new ideas.

Some will work, some won't – and that's okay! The key is to keep trying, growing and learning.

Manager training offers tips and techniques for everything from dating, to recruiting and training new Consultants, and time management.

Success is a journey. As you begin your journey as a new Manager, you must remember one fundamental principle: the growth and success of your business starts with you. The most exciting thing about the Manager opportunity is that it is just the beginning for you.

You can take your business all the way to the TOP.  
It's your decision.

You've already taken the first step. Now it's time to set your action plan and set your goals for growth and success in Tupperware. Welcome to the team; it's great to have you here!

Wishing you success,

*Your Home Office Team and Business Leader*



# WELCOME & INTRODUCTIONS

My name: \_\_\_\_\_

Length of time in Tupperware: \_\_\_\_\_

My unit name and why I selected it: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I became a Manager because: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

What I will do with the extra money I'll earn: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## MY GOALS:

I would like to earn this amount each year: \_\_\_\_\_

I would like to earn this amount each month: \_\_\_\_\_

I would like to earn this amount each week: \_\_\_\_\_

Write yourself a paycheck for the amount you would like to receive each month:

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PAY TO THE ORDER

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Jim Bellonzi*  
Jim Bellonzi  
President, Tupperware U.S. & Canada



# IMPORTANT INFORMATION

My upline Director's Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

My Business Leader is: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## UPCOMING IMPORTANT DATES:

MON	TUES	WED	THUR	FRI	SAT/SUN



# NEW MANAGER ORIENTATION

## MY SALES REPORT TRAINING – REPORTS DROP DOWN

### MY PAY

1. How do I get paid?
  - Direct Deposit or snail mail check
2. When do I get paid?
  - 3rd Monday following the close of the sales month
3. Who do I get paid on?
  - My unit members that are three levels deep
4. What do I get paid on?
  - Same as Consultant with addition of Profit Plus and Vanguard Bonus on my unit sales

## MY SALES REPORT TRAINING – SALES FORCE DROP DOWN

### MY UNIT PARTY LINEUP

1. How to update Unit Party Lineup?
  - In *My Sales*, go to *Sales Force > Party Lineups*. Your unit will show up on this screen. You have the ability to update each individual party lineup by clicking on whichever week you would like to update. After you enter the number, click the 'Update' button at the bottom to save changes.

### MY PERSONAL SUMMARY AND HISTORY

1. The information on these screens is the same at all levels.

### POTENTIAL LEADER

1. Where do I go to view this screen? – In *My Sales*, go to *Reports > Potential Leader*.
2. How do I use this screen? You choose the personal sales, unit sales and personal active recruits, hit 'Go' and it will show you who has met those qualifications for the current month, so you can see who is on pace to step up to another level.

### MY UNIT SUMMARY

1. Where do I go to view this screen? – In *My Sales*, go to *Reports > Unit Summary*
2. What is the Unit Summary? – This screen shows you your unit's totals at a glance.
3. What is this screen used for? – You can view all three levels of your unit details within this screen. You can see your unit member's level to you, their current month title, their recruiter, Personal Sales, Personal Recruits, Unit Sales, Unit Recruits, Recruit Date, whether they have activated within appropriate sales, birthdate, sales needed (if going inactive that month) and number of title qualification misses. You can also toggle between personal, unit and your Dream Team.
4. Why would I use this screen? - You can verify that you are meeting or exceeding qualifications to be paid by verifying your unit sales amount, personal sales and Level 1 active unit members.

### CONFIDENT START PROGRAM SUMMARY SCREEN

1. Where do I go to view this screen? - In *My Sales*, go to *Reports > Confident Start Program > Confident Start Program Summary*.
2. What is this screen used for? - You can view the Confident Start Program performance of new Consultants within your unit, three levels deep.
3. What is this screen used for? - This is a great coaching tool to help your new Consultants maximize the awards in the Confident Start Program.



# NEW MANAGER ORIENTATION

## MY EARNINGS ESTIMATOR

1. Where do I go to view this screen? In *My Sales*, go to *Reports > Earnings > Earnings Estimator*.
2. What has changed now on the screen? You now can see Unit Retail Sales, Level 1 Active Unit Members, Profit Plus, your percentage on Profit Plus and your Vanguard Bonus. Personal Sales Volume Bonus, Profit Plus percentage and Vanguard Bonus charts are available by clicking on the box.

## MY DIQ PROGRAM

1. How do I enroll in the DIQ Program? In *My Sales*, go to *Sales Force > Program Enrollment*. Click on the DIQ box, agree to the Term and Conditions and click 'Submit.'
2. How can I track my progress in the DIQ Program? In *My Sales*, go to *Reports > DIQ > DIQ Program Detail*. This screen will show you your cumulative personal sales, unit sales and Dream Team sales summary for the rolling three-month period. This summary will also show you the number of Managers needed as well as the number of Managers qualified. This screen also lists the details of your personal, unit, and Dream Team sales by month.

## TRIP TRACKING

1. Where do I go to view this screen? In *My Sales*, go to *Reports > Incentive Trips*.
2. What information will be available? It will show you the qualifications towards the trip parameters which will include your actuals and still needed.

## RECOGNITION PROGRAMS

1. Where do I go to view these screens? In *My Sales*, go to *Reports > Recognition Programs*.
2. What has changed on these screens? There are no changes from Consultant view to Manager view.

## ONLINE REPORTS

1. This is not applicable to a Consultant or Manager.

## YEAR-END TAX INFORMATION

1. The information on these screens is the same at all levels.



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# MONTH 1

# RECRUITING



SYSTEMS TO DEVELOP  
**30-60-90 DAY PLAN**  
TO GROW YOUR UNIT

**30-DAY PLAN**

**1<sup>st</sup> 30 Days**

Double your unit size from 3 to 6

**60-DAY PLAN**

**2<sup>nd</sup> 30 Days**

Add 2 more from 6 to 8

**90-DAY PLAN**

**3<sup>rd</sup> 30 Days**

Add 2 more from 8 to 10

Following this 30-60-90 Day Plan  
will set you up for success.



## IDENTIFY POTENTIAL **RECRUIT** LEADS AT YOUR PARTIES

1. Host's friends and family
2. Guests with children
3. Guests who are empty-nesters
4. Guests who place a large/small order
5. Guests who love Tupperware and/or ask a lot of questions
6. Guests who are looking to supplement their income
7. Guests looking for a career change
8. Guest who wants a home-based business
9. Guests who are involved in community activities
10. Everyone at the party. You never know unless you ask.

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## IDENTIFY POTENTIAL **RECRUIT** LEADS AWAY FROM THE PARTY

1. A new neighbor or neighbors
2. Past Hosts
3. Regular customers
4. College students
5. New mothers or empty-nesters
6. Teachers, servers, cashiers, etc.
7. People you meet who love to cook
8. Moms/dads with school-age children
9. Anyone who loves Tupperware
10. Everyone you come in contact with daily. You never know unless you ask.



## LET'S RECRUIT! WHERE CAN WE FIND LEADS?

- 1 Your Tupperware parties
- 2 Promotion Party
- 3 Studio: A Tupperware Experience\*
- 4 Invite guests to attend sales meetings and/or team meetings.
- 5 Local vendor events/home shows/bridal shows
- 6 Social Media: Letting your friends and family know you are a Tupperware Consultant.

WHEREVER YOU ARE...

\* For those whose Business Leader is in a studio.



# RECRUITING BIDS

## Word choices when you are talking about the Tupperware Opportunity



\*YOB = Your Own Business!



# RECRUITING “WARM UP” WORDS

## TO THE LADY AT THE PARTY YOU REALLY LIKE

*“I was noticing you all night, and I think you would make a wonderful Tupperware Consultant. Have you ever thought about doing something like this?”*

OR

*“You were so much fun during the party tonight! I think you would be a great Tupperware Consultant... the money and perks are great!”*

OR

*“You really love Tupperware...I think it’s about time that you received all of our products at a discount!”*

## TO THE HOST

*“You had such a wonderful party tonight. Your friends were great and that is one of the reasons I love being a Tupperware Consultant. I meet so many nice people and make money while I am having fun. Your party tonight could be your Grand Opening/Launch Party to get your business started! I would love to give you some information about the Tupperware Opportunity with no obligation.”*

## TO SOMEONE YOU DO BUSINESS WITH

*“I really appreciate the good service you gave me today... does your boss tell you how good you are at this job?”  
(The usual answer is “Are you kidding??”) “Well, you might enjoy doing what I do because I make money and receive all kinds of recognition for a job well done. I would love to give you some information about the Tupperware Opportunity with no obligation.”*

## TO THE LADY WHO HAS SMALL CHILDREN

*“Being a Tupperware Consultant is a great YOB (your own business) for a Mom. You can be out earning money for a couple of hours and have your Mom time with the kids! Tupperware Consultants earn about \$100 to \$300 every time they hold a party and have the added benefit of a very flexible schedule. Could you use some money right now?”*



## SAMPLE WORD CHOICES

and options used at the Grand Opening or launch party when assisting a new Consultant in getting her/his business started!

I have some great news to share! \_\_\_\_\_ has decided to become a Tupperware Consultant, and we're helping her/him set up her/his first 30 days of business. I wanted to share with you how you can help her/him get their business started. There are three options you can choose from. I'm going to tell you about all three and you decide which option works best for you:

Here is –

### OPTION 1

Practice Party – This is where you will invite 3–5 of your family and friends over in the next 3–5 days and let \_\_\_\_\_ practice making salsa using our amazing Power Chef® System and she's/he's going to practice demonstrating the products in her/his kit. Just for helping her/him out, you will receive a \_\_\_\_\_ gift from me and any Host offers/credits you qualify for.

or, you may choose –

### OPTION 2

If you would love to earn some free Tupperware and/or an Exclusive Host Gift Special and qualify for half-priced items, you can host a “real deal” Tupperware party in the next 21 days. \_\_\_\_\_ has several party recipes that she/he can make for you and your friends. You choose which recipe you'd love to make at your Tupperware party. We make it easy and fun for you, so let's get your party started!

If Option 1 or 2 does not work for you, you may choose –

### OPTION 3

You'll take two catalogs and three sales brochures and get \$100 or more in paid orders for \_\_\_\_\_, and 2–3 referrals (friends that want or need replacements and/or new Tupperware products) in the next 24–48 hours.

There is no wrong; there is no right. Pick which option works best for you, and put at the top your order form a 1, 2 or 3, so when you bring me your order, I know what to send you home with. Whichever option you choose, will help \_\_\_\_\_ get her/his business started, and we both will greatly appreciate it.

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# MONTH 1

ONBOARDING

NEW

CONSULTANTS









# BUSINESS KIT ISSUE CHECKLIST

## Datebook

\_\_\_\_\_ Review Datebook

## Customer Care

\_\_\_\_\_ Phone: 1-888-921-7395

Hours: Monday through Friday 8:30 a.m. — 11:59 p.m. Eastern Time (except during the second and last Fridays of each sales month when they are open from 12:00 p.m. – 3:00 a.m. Eastern Time).

## Key Information

\_\_\_\_\_ Getting Started Guide

\_\_\_\_\_ Catalogs, mid-month brochures, Order Forms — place a sticker (or stamp) with your name, phone number, email & web address on these forms

\_\_\_\_\_ How to Calculate Orders (including Tax, Shipping & Handling)

\_\_\_\_\_ Confident Start Program Flyer (explain program)

\_\_\_\_\_ Parts Book: click on the “Sales Force Website” tab and scroll to the bottom of the page and click on the Parts Book link

\_\_\_\_\_ Dress for success with your attire, attitude and always wear your smile

\_\_\_\_\_ My.Tupperware.com, also called you Sales Force website, is your online office

## Tupperware Timing

\_\_\_\_\_ The Tupperware sales week ends each Friday at 11:59 p.m. your local time

\_\_\_\_\_ The Tupperware sales month ends the last Friday of each month at 11:59 p.m. your local time on most months

\_\_\_\_\_ The mid-month brochure runs from mid-month to mid-month

## Your Income Potential

\_\_\_\_\_ Recommend opening a separate bank account for your Tupperware business

\_\_\_\_\_ Receive 25% commission on your sales

\_\_\_\_\_ For fundraisers — receive 25% on 60% of the fundraiser total retail sales

\_\_\_\_\_ Volume bonus — when you hold three standard parties (\$1,500+ U.S./\$1,800 CAD in personal sales), you receive a \$50 bonus

\_\_\_\_\_ When you hold 8 standard parties (\$4,000+ U.S./\$4,800 CAD in personal sales), you enter the Party Pro Level and your bonus = \$400. For each additional standard party over 8 parties, you receive \$50 more!

## The Host Program & Dating

\_\_\_\_\_ Explain Host Program and importance of two datings at every party

\_\_\_\_\_ Current Host Flyer: click on the “Sales Force Website” tab then click on the Host Gift Sheet

\_\_\_\_\_ Order conversation starter and dating gifts as sales aids

\_\_\_\_\_ Order all other Host gifts with the party

\_\_\_\_\_ Free products and half-price items (must be redeemed through the full line catalog)



# 30 DAYS OF SUCCESS

## START YOUR BUSINESS BY PLANNING YOUR FIRST 30 DAYS

- Create a list of people you want to do business with using the "FRANK" model and your T-Zone. (FRANK= Friends, Relatives, Acquaintances, Neighbors and parents of your Kids' friends).
- Set up your My.Tupperware website for access to key information.
- Schedule and hold a Launch party in the next 5-7 days. Date: \_\_\_\_\_
- Observe a training party. The next training party is: \_\_\_\_\_
- Attend a New Consultant Orientation (NCO) or Success Class.  
The next class scheduled for: \_\_\_\_\_
- Attend a Tupperware sales meeting/ rally. The next meeting is: \_\_\_\_\_
- Attend your Director's Team meeting. The next meeting is: \_\_\_\_\_

**Make it your goal to achieve Confident Start levels to earn awards up to and including an iPad or cookware set!**

- 1st level:** Earn a Money Bag OR FridgeSmart Medium OR Modular Mates Rectangular 1 (1 standard party)
- 2nd level:** Tupperware will invest in you and pay the balance of your Business Kit (2 standard parties)
- 3rd level:** Earn the \$500 U.S./\$600 CAD level catalog Host Gift Special OR Vent 'N Serve 7-Pc. Set (3 standard parties)

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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# TRAINING PARTY OBSERVATION CHECKLIST

**Trainer:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Host name:** \_\_\_\_\_

**1.** How far in advance of the party does the trainer arrive? \_\_\_\_\_

**2.** Where does the trainer set up the display? How are the products and Host Gifts arranged?

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**3.** How does the trainer greet the guests? What are some questions she/he asks to learn a little about each person?

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**4.** How does the trainer get the guests' attention and set the stage for moving the party into the kitchen?

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**5.** How does the trainer put together the demonstration? How does she/he move from one product or recipe to another? What are some tips on the products you'd like to remember?

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**6.** How does the trainer create interest in the products? Write down word choices, a story, or idea you want to be sure to use.

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**7.** When does the trainer mention dating to the group? Write down the phrase that you particularly like and when it was introduced during the demonstration.

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**8.** What does the trainer do to get recruit leads?

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**9.** Jot down any phrases you like that the trainer uses when talking with the guests one-on-one about dating.

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**10.** As you observe guests, jot down the names of those you think would be great at having their own home-based business with Tupperware and then compare notes with the trainer after the party.

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# TRAINING PARTY CHECKLIST FOR NEW CONSULTANTS

## Before the Party

- \_\_\_\_\_ Arrive 20–30 minutes before the party.
- \_\_\_\_\_ Set up display and start preparing recipe if necessary.
- \_\_\_\_\_ Talk to Host to familiarize yourself with their guests.
- \_\_\_\_\_ Greet guests as they arrive.
- \_\_\_\_\_ Start on time as a courtesy to those who arrived on time (on-time drawing works).

## To Begin the Party

- \_\_\_\_\_ Introduce yourself.
- \_\_\_\_\_ Thank the Host and present a small gift.
- \_\_\_\_\_ Thank guests for attending the party and explain the Customer Order Form and types of payment.
- \_\_\_\_\_ Do an ice-breaker activity.

## During the Party

- \_\_\_\_\_ Prepare recipe and demonstrate the Tupperware product.
- \_\_\_\_\_ Make your party interactive. Involve the guests.
- \_\_\_\_\_ Demonstrate the Host gift special and mention the date and hold options for Host.
- \_\_\_\_\_ Explain Tupperware's Warranty program.
- \_\_\_\_\_ Share the benefits of the Tupperware Opportunity.

## After the Party

- \_\_\_\_\_ Help guests with orders.
- \_\_\_\_\_ Invite each guest to date a party. When they say yes, party plan with them.
- \_\_\_\_\_ Review sales, datings and the status of the Host Gift credit with the Host.
- \_\_\_\_\_ Talk with the Host about additional ways to build sales and/or datings.
- \_\_\_\_\_ Remind the Host of the closing date of their party.
- \_\_\_\_\_ Offer the Host the Tupperware Opportunity and let her/him know any datings from their party can start their business.



# GETTING CONSULTANTS OFF TO A GREAT START

“If you  
build the  
people,  
they’ll  
build the  
business!”

– Brownie Wise

Building the people means training them... “*Motivate me without training me and you just frustrate me!*”  
...but, building the people also means believing in them, praising them and helping them to believe in themselves.

## WORK SMART:

The best investment of your time as a Manager can be helping your new Consultants to set up their first couple of parties. Just think about it; what would they say if they are the one to make the calls? “*Will you give me a party?*” Their first party should be a win/win opportunity for them and their friends. Who best knows the promotions? The word choices that work? YOU! Teach them how to ask questions that are open-ended, not “YES/NO” response:

Example: “*What did you like most about this product?*”  
(Not “*Did you like this product?*”)

Can you see how many more parties they could be dating with your help?

## STAY IN DAILY CONTACT:

It takes 21 days to form a habit! Use the following word choices to help her/him form good work habits.

## PRE-PARTY “PERK UP” CALLS/TEXT OR FACEBOOK

### MESSAGE AND/OR E-MAIL:

Put their name, first dates, Hosts and phone numbers in red, in your unit date-book, and contact your new Consultant before each party.

## SAMPLE OF WORD CHOICES:

“*Hi (name). I’m so excited about your party tonight. Do you have everything ready?*” Give them word choices to use so that they sound excited when they call their Host. Reassure them that they’ll do just fine and give them some of your favorite tips, such as “*If you find yourself nervous at all, offer a game prize to any person that would like to demo a product on your table...or ask a guest to share something about a product that they couldn’t live without in their kitchen.*” The guests can help her/him with their demonstration. Say to the new Consultant, “*I just can’t wait to hear how your party goes tonight. Call, text or Facebook message me as soon as you get home. I know you’ll do a great job.*”

## “I CARE ABOUT YOU” CALL/TEXT OR FACEBOOK

### MESSAGE AND/OR E-MAIL:

Between 10 days and 2 weeks into her/his business, spend 30 minutes with her/him to discuss all of the aspects of the business and how she’s/he’s feeling. Many Consultants are frustrated because they can’t read their party summaries, don’t understand profitability, don’t have time management skills, etc. They may think that they are not cut out for the business. Wouldn’t it be nice to train them in time to save them?







# DATE YOUR FIRST PARTIES WITH **FRANK**

You may not have heard of Frank, but he knows pretty much everyone and will help you build your initial contact list.

To begin building your contact list, add your Friends, Relatives, Acquaintances, Neighbors and your Kids' friends' parents.



## **F**RRIENDS

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## **R**ELATIVES

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## **A**CQUAINTANCES

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## **N**EIGHBORS

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## **K**IDS' FRIENDS' PARENTS

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# BUILD YOUR CONTACT LISTS

## TAKE CARE OF YOUR T-ZONE!

Reach out to your neighbors in your T-zone to let them know you're a Tupperware Consultant with incredible Host rewards and party recipes to share.



Customer Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Notes \_\_\_\_\_

Customer Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Notes \_\_\_\_\_

Customer Name \_\_\_\_\_  
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Phone Number \_\_\_\_\_  
Notes \_\_\_\_\_



# BUILD YOUR CONTACT LISTS

Customer Name \_\_\_\_\_

Email \_\_\_\_\_

Phone Number \_\_\_\_\_

Notes \_\_\_\_\_

Customer Name \_\_\_\_\_

Email \_\_\_\_\_

Phone Number \_\_\_\_\_

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Phone Number \_\_\_\_\_

Notes \_\_\_\_\_

Customer Name \_\_\_\_\_

Email \_\_\_\_\_

Phone Number \_\_\_\_\_

Notes \_\_\_\_\_

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# MONTH 2

## 5 HABITS



## MONTH 2



**A**  
WELCOME AND  
INTRODUCTION



**B**  
SUCCESSFUL HABITS



**C**  
RECOGNITION 101  
(HOW & WHY)



# BUILD SUCCESS HABITS

## MONTH 2

**Personal: 4 Parties (minimum of \$1,200 U.S./\$1,400 CAD total)**

**Unit Sales: \$4,200 U.S./\$4,900 CAD**

**2 more unit recruits**

**Unit Size: 8 (7 plus you)**



**Grand Opening & Kit Issues**

**Onboarding New Consultants**

**Identify Talent**

Continue to Party

Continue Recruiting

Attend Director Team Meeting/Unit Huddle

Attend Business Leader Trainings



**The 5 Habits of a Successful Manager**

Recognition 101 Training

(Catch them doing something right,  
Timely and Specific)



**Effective Contact and Communicator**

**Goal Setting Skills**





## HABIT

*I am your constant companion. I am your greatest helper or heaviest burden. I will push you onward or drag you down to failure. I am completely at your command. Half of the things you do, you might just as well turn over to me, and I will be able to do them quickly and correctly.*

*I am easily managed — you must merely be firm with me. Show me exactly how you want something done, and after a few lessons I will do it automatically. I am the servant of all great people, and alas, of all failures as well. I have made failures.*

*I am not a machine, although I work with all the precision of a machine plus the intelligence of a human being. You may run me for a profit or turn me for ruin — it makes no difference to me.*

*Take me, train me, be firm with me and I will place the world at your feet. Be easy with me and I will destroy you. Who am I? I am Habit.*

— Anonymous

“We are what we repeatedly do.  
**Excellence**, then, is not an act, but a habit.”

—Aristotle



# 5 HABITS OF SUCCESSFUL MANAGERS



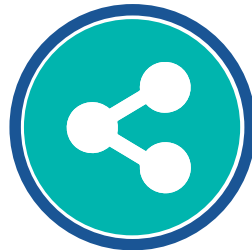
→ 1. DREAM BIG



→ 2. PLAN FOR  
SUCCESS



→ 3. LEAD THE WAY



→ 4. SHARE THE  
OPPORTUNITY



→ 5. BUILD THE  
PEOPLE





# SMART GOALS



SPECIFIC  
MAKE YOUR GOALS SPECIFIC.



MEASUREABLE  
WHAT ACTIONS ARE NEEDED TO ACHIEVE THE GOAL.



ATTAINABLE  
BREAK YOUR GOALS DOWN INTO ATTAINABLE & ACHIEVABLE ACTIONS.



REALISTIC  
MAKE YOUR GOALS REALISTIC. BELIEVE THAT YOU CAN AND WILL DO IT.



TIMELY  
SET A TIMELY TARGET DATE TO ACHIEVE YOUR GOAL.



# 5 HABITS OF SUCCESSFUL MANAGERS

## 1 DREAM BIG AND SET GOALS

Believe with all of your heart that this is the best Y.O.B. (Your Own Business) for anyone, anywhere, anytime. Your positive attitude will spill over into every aspect of your life.

Write down your goals - Make them SMART

**S** - Make them **SPECIFIC**

**M** - Make them **MEASURABLE**

**A** - Make them **ATTAINABLE & ACHIEVABLE**

**R** - Make them **REALISTIC**

**T** - Make them **TIMELY** & visualize success

## 2 PLAN FOR SUCCESS

Plan the specific time slots that you will work the three areas of your Manager business each week. Highlight these in your datebook at least 4–6 weeks in advance.

## 3 LEAD THE WAY

Contact your key Consultants every week. Knowing their weekly/monthly goal can help you help them stay on track. Keeping them on track is key to a successful and prosperous unit. Teach Consultants about the benefits of recruiting, and then teach them to give you leads so you can help them recruit.

## 4 SHARE THE OPPORTUNITY

Recruiting is vital to the success of your business. Be proactive every week and share recruiting information with everyone, everywhere.

Contact past and current customers and Hosts to thank them. While you are on the phone, ask if they would like to earn some extra money and see where the conversation takes you.

## 5 BUILD THE PEOPLE

Treat every new Consultant as a future Manager. Many Consultants will become what you believe they can become, even if they are not sure of it yet themselves.



# MANAGER SUCCESS HABITS & ACTIVITIES

## SET YOUR GOAL

### BREAK IT DOWN

#### **U.S. Example:**

Yearly sales goal: \$50,000 (100 parties)

Monthly sales goal: \$4,200 (9 parties)

Weekly sales goal: \$1,050 (3 parties)

#### **Canada Example:**

Yearly sales goal: \$60,000 (100 parties)

Monthly sales goal: \$5,000 (9 parties)

Weekly sales goal: \$1,250 (3 parties)



When you break your **BIG** goals down into bite-sized, achievable goals, they become more realistic and attainable.

You can do this with a sales goal, recruiting goal, promoting goal and parties goal. Do use the example above to break them down.



# PLAN FOR SUCCESS

## WEEKLY GOAL TRACKING

**Week of:** \_\_\_\_\_

**Total # of personal parties I will hold:** \_\_\_\_\_

Party/Host/Date: \_\_\_\_\_

Party/Host/Date: \_\_\_\_\_

Party/Host/Date: \_\_\_\_\_

Party/Host/Date: \_\_\_\_\_

**In addition to my personal parties, total # of unit parties I want this month:**

\_\_\_\_\_

Consultant/Party Date: \_\_\_\_\_

Consultant/Party Date: \_\_\_\_\_

Consultant/Party Date: \_\_\_\_\_

Consultant/Party Date: \_\_\_\_\_

Consultant/Party Date: \_\_\_\_\_

Consultant/Party Date: \_\_\_\_\_

Consultant/Party Date: \_\_\_\_\_

Consultant/Party Date: \_\_\_\_\_

**Total # of recruiting interviews I will hold (personal & unit):** \_\_\_\_\_

Name/Date/Contact info: \_\_\_\_\_

Name/Date/Contact info: \_\_\_\_\_

Name/Date/Contact info: \_\_\_\_\_

**Coaching Time for:**

Name: \_\_\_\_\_ Topic: \_\_\_\_\_

Name: \_\_\_\_\_ Topic: \_\_\_\_\_

Name: \_\_\_\_\_ Topic: \_\_\_\_\_

**Coaching for me with my upline**

I would like additional training to learn more about: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Notes:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# SUCCESS BEHAVIORS

You can alter your life by altering your attitude. It all begins with ourselves. No one can make you feel inferior without your permission. We are so familiar with ourselves that we sometimes take ourselves for granted. There is an enormous amount of unused potential within all of us.

## SUCCESSFUL PEOPLE

- Expect more good from life than bad
- Expect to succeed
- Radiate confidence
- Have a great attitude that attracts success

## CHALLENGE — FOR 30 DAYS

- Act like you possess the success you wish for
- Treat every person like they are very important
- Respect and care about others
- Be willing to work hard
- Think positively
- Look for new ideas

What is the true measure of success? Your best, nothing less. In all things, success should be determined by contribution not accumulation. Whatever you can do or dream you can do — begin now!

## THE MOST CREDIBLE PEOPLE OVER THE LONG HAUL

- Tell the truth
- Do what they say they will do
- Behave consistently — their actions match their words
- Show concern and compassion for others
- Demonstrate knowledge and skill
- Exercise good judgment and make good decisions
- Stand strong on their values
- Motivate others to be and do the best they can

**Who do you see as successful, and what makes them successful in your eyes?**

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YOU CAN'T  
**ACHIEVE A GOAL**  
YOU DON'T HAVE.

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WRITE YOUR GOALS  
AND SHARE THEM WITH  
YOUR UNIT.



## 12 SECRETS OF SELF-MOTIVATION

“When you  
feel like quitting,  
think about  
‘why’ you  
started.”

— Author Unknown

“People often say  
that motivation  
doesn’t last.  
Well, neither does  
bathing—that’s why  
we recommend  
it daily.”

— Zig Ziglar

1. Don’t compare yourself with others.
2. Don’t put yourself down.
3. Accept all compliments with “thank you.”
4. Use affirmations.
5. Take advantage of the tools available to boost your self-esteem.
6. Associate with positive, supportive people.
7. Make a list of your past successes.
8. Make a list of your positive qualities.
9. Start giving more.
10. Get involved in work and activities you enjoy.
11. Be true to yourself.
12. Take action!

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# MONTH 2

## RECOGNITION

### 101





# RECOGNITION

## 101

Recognition is a powerful tool to give your Consultants the inspiration to continue on and or to praise and congratulate them. It's not only the BIG accomplishments but the small ones that make a difference.

As a new Manager, you'll want to partner with your Upline Director on what recognition you'll be doing and what recognition she/he will be doing.

Make your recognition specific & timely.  
Some suggestions for you:

### **CATCH THEM DOING SOMETHING RIGHT.**

- Set up a paid website
- Attended 1st sales meeting and/or training
- Placed 1st order/party
- Gave you a recruit lead
- Dated a party
- Met a new friend/contact/customer

This recognition can be done by a quick text message, phone call, or on your Business Leader's company Facebook page.

### **SENDING A CARD VIA "SNAIL MAIL" HAS BEEN AND WILL CONTINUE TO BE A GREAT WAY TO SAY:**

- Thank you!
- You made a difference!
- We are glad you are part of our Tupperware family!
- Don't give up!
- You got this!
- Here for you!



What are some other ways you can recognize your unit?

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HOW ELSE COULD YOU SAY  
“WELL DONE”?

FANTASTIC ■ YOU  
I KNEW YOU COULD DO IT!  
KEEP IT UP  
RIGHT ON  
TERRIFIC SUPER ROCK  
WAY TO GO SUPER SO PROUD OF YOU!  
TO WONDERFUL  
OUTSTANDING  
WOW ■ THAT'S HOW YOU DO IT!  
GOOD FOR YOU  
YOU'RE A WINNER GOOD  
CONGRATULATIONS WORK  
PERFECT AWESOME EXCELLENT

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# MONTH 3

SYSTEMS &

TIME MANAGEMENT

COACHING 101



# MONTH 3



**A**  
WELCOME AND  
INTRODUCTION



**B**  
SYSTEMS & TIME MANAGEMENT



**C**  
COACHING 101



# BUILD YOUR FUTURE MONTH 3

**Personal: 4 Parties (minimum of \$1,200  
U.S./\$1,400 CAD total)**

**Unit Sales: \$6000 U.S./ \$7,000 CAD**

**Earn Status: STAR MANAGER**

**2 more unit recruits**

**Unit Size: 10 (9 plus you)**



Continue to Party  
Continue Recruiting  
Attend Director Team Meeting/Unit Huddle  
Attend Business Leader Training  
Grand Opening & Kit Issues  
Onboarding New Consultants  
Identify Talent



Take me by the Hand:  
Schedules, Systems & Time Management  
Basic Coaching Skills



Replicable Business System  
Time Management Skills  
Basic "How to" Coach



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# MONTH 3

SYSTEMS &

TIME MANAGEMENT



THE THINGS THAT  
**GET SCHEDULED** ARE THE  
THINGS THAT **GET DONE.**



WHEN YOU FAIL TO PLAN,  
YOU PLAN TO FAIL.



# ORGANIZE YOUR TIME

Whatever you seek to accomplish, you need to take control of your most important and limited resource: time. One of the easiest ways is to stay on top of your planner/datebook.

Start now by entering in all of your important dates including family time, appointments, etc. A full planner helps you remember how valuable your time is, makes sure you're making time first for the things that matter most, and can also make your planner look a little fuller before you've added even more parties! It's natural for people to think of busy people as successful people.

A helpful suggestion is to create categories for your time and color-code with highlighters, like so:

■ **PERSONAL/FAMILY TIME**

Appointments, family events, time at the gym.

■ **WORKIN' IT**

Time to close parties, call Hosts etc.

■ **RALLY/TRAININGS**

Team meetings and activities.

■ **PARTY TIME**

Dates and times you are available for parties and parties that you have already dated.

MONTHLY PLAN

# AUGUST

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29 Rally at Director's house at 6pm	30	1 Pilates	2 -POWER HOUR-	3 MYSTERY HOST PARTY 312 Nightingale Ave @ noon	4 -POWER HOUR-
5 -POWER HOUR-	6	7 Stacy's Kit Issue @ 6pm -POWER HOUR-	8 Pilates	9 -POWER HOUR-	10	11 -POWER HOUR-
12	13 BRUNCH WITH MUM	14	15 Pilates	16	17 SOCCER GAME bring snacks!	18 PARTY! Host Jackie at the office @ noon
19 Stacy's Grand Opening Party @ 6.30pm	20	21 -POWER HOUR-	22 Pilates	23 PARTY! Host Evelyn 1615 Finch street @ 7pm	24	25 Dan's piano recital -POWER HOUR-
26 -POWER HOUR-	27	28 PARTY! Host Jane 345 cardinal st @ 5pm -POWER HOUR-	29 Pilates	30 -POWER HOUR-	31 Doctor's Appointment 1:30 am	01 Party! Host Joe #13 robin street @ 6pm -POWER HOUR-





# MANAGE YOUR TIME

“The key question to keep asking is, are you spending your time on the right things? Because time is all you have.”

– Randy Pausch, The Last Lecture

## 168 HOURS IN A WEEK

By organizing and controlling your time, you have a better chance of reaching your goals. Take control of your 168 hours each week by planning them. 20 hours a week devoted to your business can result in a prosperous career when that time includes parties, new Consultant interviews, contacting Hosts and customers, party planning and meetings. Use your datebook to help you manage your time.

$$\begin{array}{r}
 168 \text{ There are 168 hours in a week} \\
 -56 \text{ Subtract 56 hours for sleep} \\
 \hline
 =112 \text{ based on 8 hours per night} \\
 \\
 112 \\
 -50 \text{ Subtract 50 hours if you work full time} \\
 \hline
 = 62 \text{ (40 hours work + 10 hours commute)}
 \end{array}$$



If you work full-time outside of the home, that leaves you 62 hours (about 8.5 hours/day) of available time left in your week. If you are a stay-at-home mom, you decide how many of those hours a week you will devote to your Tupperware business.

$$\begin{array}{r}
 62 \text{ Available Time} \\
 -20 \text{ Subtract hours for Tupperware Business} \\
 \hline
 = 42
 \end{array}$$

By devoting just 20 hours a week to building your Tupperware business, you will still have 42 hours a week (about 6 hours/day) for family, friends, and/or “you” time.

## TYPES OF BUSINESS ACTIVITIES TO SCHEDULE:

### PARTY TIME

Include pre-party prep time, travel time and time to enter/submit your parties.

### MEETING TIME

Include the time you’ll want to spend at your upline meetings. Plan a unit “huddle” before or after your upline team meeting.

### PLANNING TIME

Schedule time for planning. Keep your datebook close at hand. Pencil in personal time, meeting time and party/processing time.

### CONNECTING TIME

Schedule time each week to connect with your Consultants for encouragement, coaching and to track their progress toward their goals. Connecting time is covered in your Power Hours.



# WHAT DOES WORKING 20 HOURS A WEEK LOOK LIKE?

The easiest ways to build your business is by planning and scheduling time for what's most important. Here's a great example of a schedule you can adapt to fit your business.

2 parties a week = 6 hours  
Time remaining = 14 hours

## *What do I do with the remaining 14 hours?*

### 14 HOURS OF TIME LEFT FOR

2 hours for closing & entering parties  
3 hours for meeting time  
1 hour for planning time  
2 hours for prep work  
3 hours for recruiting  
3 hours for coaching/connecting time

### What does this all mean for my income?

This example is based on you as an **Executive Manager** holding 2 standard parties/week, 4 weeks per month, with your unit holding the remaining standard unit parties required to maintain this title.

Profit on Personal Sales	= \$1,000 U.S./\$1,200 CAD
PSVB	= \$400 U.S./\$400 CAD
4% Profit Plus bonus	= \$225 U.S./\$270 CAD
Vanguard bonus	= \$105 U.S./\$105 CAD
Monthly Exec. Manager bonus	= \$150 U.S./\$150 CAD
<b>Monthly Income</b>	<b>= \$1,880 U.S./\$2,125 CAD</b>

If you divide by 80 hours a month, you would earn approximately \$24 U.S./\$26 CAD an hour.



# WHAT DOES WORKING 20 HOURS A WEEK LOOK LIKE?

## PARTY TIME

**Training** — Take Consultants or new Consultants with you to your parties for training.

**Recruiting** — Do recruiting activities at every party.

**Dating** — Goal is to date 2+ parties from each party.

**Host Coaching** — Plan or schedule time to party plan with everyone who dates a party with you.

## MEETING TIME

**Guests** — Bring guests to rally and encourage Consultants to bring guests too.

**Unit time** — Hold a unit huddle with your unit before or after your upline's team meetings and before or after your Business Leader rallies/sales meetings.

**New Consultant Orientation Class** — Encourage your new Consultants to attend NCO class.

**Unit parties datebook** — Collect, confirm and update party lineups for your unit.

## PLANNING TIME

**Reviewing unit stats** — Review your unit statistics to understand where you are and where you want to go.

**Advance planning** — Take a look ahead 3–4 weeks to determine if your party lineup and unit size supports the sales you want/need.

**Training needs** — Work with your upline to determine what training needs you or your unit have.

## PREP WORK

**Prepare upcoming parties** — With party planning folders/envelopes.

**Prepare recruiting materials** — Such as recruiting flyers/folders/envelopes.

## RECRUITING

**Connect with potential recruits** — Over the phone or by meeting over coffee, etc.

**Grow your unit** — Help your unit members recruit by three-way calling and/or meeting with their own potential recruits.

## COACHING/ CONNECTING TIME

**Who** — Who is in need? Is it you or someone in your unit?

**What** — What recruiting activities are you doing this week?

**Connect** — Connect with five or more of your Hosts, customers, recruits and/or unit members.

**Communicate** — Communicate via phone call, text, email, Facebook, etc.



# KEY HABITS OF SUCCESSFUL MANAGERS

- DAILY ACTIVITIES
- WEEKLY ACTIVITIES
- MONTHLY ACTIVITIES



## THE POWER OF YOUR SCHEDULE

### DAILY

- You Time
- Family Time
- Tupperware Time

Make sure you have 15 minutes every day for “you” time, even if that means getting up before everyone else.

Carve out family time each day without distractions such as your smartphone. Your family needs to know they come first.

Follow your Power Hour System for Tupperware time (one to five times a week).

### WEEKLY

- Parties
- Recruiting
- Kit Issues
- Contact/Coaching
- Rally/Sales Meeting with Business Leader

### MONTHLY

- Attend your upline Director’s monthly team meeting.
- Unit Huddle
- Work with your upline Director on conducting dating activities.
- Opportunity Hour with Business Leader and/or upline Director.



# THE PARTY = A MANAGER'S OFFICE

You might be thinking, "How in the world am I going to get everything done?" The answer is...by holding Tupperware parties! Top Managers and Directors who want to manage their time effectively consider a Tupperware party their "office" and they make it a point to "go to the office" 1-2 times every week.

## WHY IS A STRONG PARTY SCHEDULE IMPORTANT TO A TUPPERWARE MANAGER?

1. **PROFIT!** Parties every week ensures a consistent income.
2. **TIME!** Demonstrating once to 10 people instead of 10 times to 10 people saves an enormous amount of time!
3. **DATINGS!** At parties, guests' minds are focused on Tupperware. They've seen the Host Gifts and they've become comfortable with you—all of which makes it easier to date.
4. **WELCOME NEW CONSULTANTS!** Guests are watching what you're doing—they can see how easy it is to be a Tupperware Consultant.
5. **TRAINING!** A party is the absolute best place to train and/or re-train a Tupperware Consultant. You earn while they learn!
6. **RECOGNITION!** You can bet that people receiving lots of recognition at sales meetings/rallies are holding parties.
7. **CONFIDENCE!** It's hard to ask others to hold Tupperware parties when you're not doing it yourself. A strong party lineup gives you the confidence you need for recruiting and dating because you've experienced for yourself how easy this business can be.



# BUILD YOUR BUSINESS WITH POWER HOURS

A Power Hour is time you designate to growth opportunities for your business. You can plan your Power Hour all in one hour or, split it into 15–30 minute increments to fit your schedule.

## Power Hours are effective because:

1. They help you form good habits.
2. The secret to success with this system is focus.
3. This system encourages daily action.

**CONSULTANTS** — plan at least one Power Hour each week. Spend 15 minutes on **Host calls**, 15 minutes on **customer calls**, 15 minutes on **dating calls** and 15 minutes on **recruiting calls**.

**MANAGERS** — plan one to five Power Hours each week. Spend 15 minutes for **dating calls**, 15 for **recruiting calls**, 15 for **customer calls** and 15 for **unit development calls**.

**DIRECTORS** — hold one Power Hour five days each week. Spend 15 minutes each on **dating, recruiting, customer and personal and/or team development calls**.

## HERE'S HOW TO MAKE THE MOST OF YOUR POWER HOURS

**1. Host-related Calls** — use this time to coach Hosts and set up new parties. This is also a great time to contact past Hosts and ask them to date parties. Keep track of Host preferences and wish lists so you can quickly identify a good time to call each past Host. For example, if a Host's favorite product is Modular Mates® containers, contact that Host when Modular Mates® containers are on sale or when Tupperware offers pieces that haven't been in the full line catalog for some time.

**2. Customer & Dating Calls** — There are a variety of ways you can use this time. Contact party guests the day before or morning of the party. Say something like "Hi, this is your Tupperware friend reminding you of \_\_\_\_\_'s party tonight. Bring a friend with you and I'll give you a gift."

Contact guests 24 hours after the party. "Hi, this is \_\_\_\_\_"

- ...I wanted to thank you for attending \_\_\_\_\_'s party. I hope you enjoy your new Tupperware when you receive it."
- ...I noticed you ordered product. Would you like me to let you know if that product goes on sale?"



# BUILD YOUR BUSINESS WITH POWER HOURS

- ...if you would like to earn free or reduced price Tupperware, let's date a party. Would \_\_\_\_\_ or \_\_\_\_\_ work for you?"

Past Hosts or Guests. "Hi, this is \_\_\_\_\_"

- ...I wanted to let you know that Tupperware has your favorite product on sale for a limited time. They also have an amazing Host Gift this month. Would you be interested in earning free or reduced price product?"
- ...I noticed it's been a while since your last Tupperware party. If you would like to receive free or reduced price Tupperware products, let's date a party. Would next \_\_\_\_\_ or \_\_\_\_\_ work for you?"

**3. Future Leads** — Use this time to follow up with future leads, including those who have expressed interest or someone you met that you think would be great at selling Tupperware.

**4. Personal and/or Unit/Team Development & Growth** — Use this time to talk to your upline, network with Tupperware friends, read or listen to books with positive messages, podcasts, books on tape and interesting videos. TED.com features talks by interesting people from all walks of life. Try watching topics on teamwork, success, working smart and more.

## Is MOVING UP to the next level your goal? Double your Power Hour!

Use the first hour (above) for your personal business and the second one for your unit business. Here's an example of how you can divide the 15 minute increments.

- Contact someone on your unit. Invite them to the next meeting or event and/or focus on training topics.
- Work together on goals. Do you know what their goals are?
- Hold a three-way call together to date parties or recruit new unit members.
- Answer any questions they may have.



## POWER HOUR CONSULTANTS

Dedicate 15 minutes -  
Host contacts

Dedicate 15 minutes -  
customer contacts



Dedicate 15 minutes -  
dating contacts

Dedicate 15 minutes -  
recruiting contacts



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## POWER HOUR MANAGERS & ABOVE

Dedicate 15 minutes -  
dating contacts

Dedicate 15 minutes -  
customer contacts



Dedicate 15 minutes -  
recruiting contacts

Dedicate 15 minutes -  
unit/team development  
contacts

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# MONTH 3

## COACHING 101



# BEFORE AND DURING COACHING

## BEFORE COACHING WE NEED TO REMEMBER SOME IMPORTANT FACTS

A. Let the person know you care about them as a person.

“People don’t care how much you know...until they know how much you care.”  
—John Maxwell

B. Foster and build their trust. The person you are coaching must know and feel confident that they can trust you—period!

C. A coach is someone who:

- Believes in someone’s potential
- Encourages and builds their confidence
- Demonstrates success behavior and attitude
- Walks the walk and doesn’t just talk the talk.

## DURING COACHING, REMEMBER TO:

A. Listen more than you talk.

B. Be present. Turn off your inner dialog.

C. Avoid jumping to conclusions.

D. Be impartial and non-judgmental.



# WHAT TO ASK IF YOUR CONSULTANTS HAVE

## TOO FEW PARTIES UP

1. What is your party goal this month?
2. Who can you think of who needs Tupperware products to help them live life better?
3. How much time do you have in the next two days to make dating contacts?

## TOO FEW DATINGS

1. What dating messages do you use at your party?
2. What are you offering the Host for having a dating already waiting?
3. What objections are you hearing?

## LOW ATTENDANCE

1. How are guests being invited?
2. Are you offering a gift to your Host for having 10 guests at the party?
3. What gift are you offering for "bring a friend for a free gift" offer?

## LOW PARTY AVERAGE

1. Are you set selling or upselling at your parties?
2. Are you demonstrating enough premium catalog products?
3. Are you helping your Host set Host Gift Special goals?

## NO RECRUIT LEADS

1. Are you offering the Tupperware opportunity to your Host?
2. Who did you meet that you would like to work with?
3. At your parties, who LOVES Tupperware?

## REARRANGEMENTS

1. Are you sending a "Thank You" note after the party to your future Host?
2. Are you dating into the next three weeks?
3. Are you coaching all your future Hosts?



# COACHING



**SMALL PEOPLE  
TALK ABOUT  
OTHER PEOPLE.**



**AVERAGE PEOPLE  
TALK ABOUT  
THINGS.**



**GREAT PEOPLE  
TALK ABOUT  
IDEAS.**



# COACHING

EVERY  
ACCOMPLISHMENT  
BEGAN WITH A  
**DECISION  
TO TRY**