

# Contact Update - Example Call Dialogue

The new Data Integrity Competition is a great way to get back in touch with members for a purpose other than weight loss. This will give another way to break the ice and build rapport during the phone call, before checking up on their weight maintenance goals.

Prior to calling your members on the list, ensure that you have reviewed the file to see if correct details are recorded in the file and to review past results before calling.

## Example Dialogue:

***Hi is this (name)? Hi (name), thank you so much for taking my call, how are you today? (Name) sorry I haven't been in touch sooner, this is (name) from Jenny Craig (centre). I'm calling to let you know that we are regularly sending new offers and information to our members via email, text and post. These offers may also be personalised based on things like your birthday and postcode.***

***I would love to make sure you don't miss out on any of these offers and wanted to check that we have the correct details for you. Our system shows that the (address, email, phone number, date of birth) we have is incorrect/missing. I was hoping to update this today to ensure you get the correct offers coming your way. What is your correct (address, email, phone number, date of birth)? Great, thank you, I'll just repeat that back to you, (repeat back to ensure correct spelling/numbers). Fantastic, thank you, (name), that's all updated for you.***

***While I've got you (name), how are you going since your last visit? The last time we saw you, you lost (x)kgs, well done! At Jenny Craig we offer our members ongoing support, how are you going with your weight management?***

If the client is maintaining well and:

- Has a valid Program: ***Congratulations (name), that is wonderful to hear, that is what we are here to support our clients to achieve! Just so you know, you have a valid Program that enables you to come in for consultations if you ever need extra support. Also, if you have any family or friends that I can also help achieve the same great results, they can \_\_\_\_\_ (state current offer).***
- Has an expired Program: ***Congratulations (name), that is great to hear, that is exactly what we are here to support our clients to achieve! Just so you know, you are always welcome to come in for a free consultation if you ever need extra support. Also, if you have any family or friends that I can also help achieve the same great results, they can \_\_\_\_\_ (state current offer).***

If the client is not maintaining well and:

- Has a valid Program: ***If you had a choice, how much weight would you like to lose? (ask layering questions to motivate the client to take action with their weight loss goals) Are you aware that you have a valid Program that enables you to come in for consultations and reset your weight loss goals? (create urgency to book today)***
- Has an expired Program: ***If you had a choice, how much weight would you like to lose? (ask layering questions to motivate the client to take action with their weight loss goals) Are you aware that you can come in for a free consultation and reset your weight loss goals? I would really love to help you reach your goals of \_\_\_\_ and \_\_\_\_\_. (personalise with client's answers) What are you doing right now, are you at home or at work? (create urgency to book today)***