HERE ARE SOME QUESTIONS AND CONVERSATION-STARTERS TO HELP GUIDE YOUR CHECK-IN DISCUSSIONS WITH YOUR CUSTOMERS THROUGHOUT THE RETINIZATION PROCESS.

- During your first discussion with your customer, confirm her start date (the day she started using the product) and adjust the date, if needed, in the myCustomers® app. This will help you ensure that all follow-up conversations with your customer are timed appropriately.

- Are you following the retinization process?

- What do you think of the retinization process?

- How does your skin look and feel?

- Have you noticed any differences in your skin?

- How often have you been using the calm + restore facial milk?

- Check with your customer to ensure she’s avoiding physical and chemical exfoliation products, acne products and products with high concentrations of vitamin C since they may contribute to temporary dryness or irritation. Remind her she can reintroduce those products into her skin care routine after completing retinization.

- Do you have any questions or concerns that you would like to discuss with me?

- Identify any modifications to your customer’s existing routine that need to be made during this phase.

- Have you received any compliments?

- If your customer is in Phase 4, you’ll want to remind your customer to reorder before running out.