

CLIENT CARE

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------------------------|---|--|----------------------------|-------------------------|-------------------------|----------------------------|-------------------------|
| Week1 Call 2 | Birthdays Renewals Rewards ReplenishMe | Email monthly PC info out | Order Thanks/CI | Order Thanks | Order Thanks | Order Thanks/CI | Order Thanks |

| | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
|---|---|--------------------|---------------------------------|-----------------|--------------------|-----------------|-----------------|
| Week2 Call 2 Send out samples 5 | Order TY Email smore or newsletter | Order TY/CI | Order TY ReplenishMe | Order TY | Order TY/CI | Order TY | Order TY |

| | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
|------------------------|---|-----------------|---|--------------------|-----------------|---------------------------------|--------------------|
| Week3 Call 2 | Renewals Rewards Order TY/CI | Order TY | Email highlight product Order TY | Order TY/CI | Order TY | Order TY ReplenishMe | Order TY/CI |

| | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
|---|---|-----------------|--------------------|-----------------|--|--------------------|--|
| Week4 Call 2 Send out samples 5 | Email highlight biz/invite to zoom Order TY | Order TY | Order TY/CI | Order TY | Order TY Confirm bookings for next month | Order TY/CI | Renewals Rewards Order TY |

| | 29 | 30 | 31 | | | | |
|------------------------|---------------------------------|--|-----------------|--|--|--|--|
| Week5 Call 2 | Order TY ReplenishMe | End of Month specials reminder Order Thanks/CI | Order TY | DATE Dependent: *Wellness Wednesdays *Reminders/Invites for Virtual Zoom events | | | |