

# ETIQUETTE GUIDE

ALWAYS TREAT OTHER REPS AND  
THEIR CUSTOMERS WITH RESPECT



## CANVASSING HOMES FOR CUSTOMERS



**WHEN YOU FIRST APPROACH A HOME ALWAYS KNOCK ON THE DOOR TO INTRODUCE YOURSELF AND ASK WHEN THEY WERE LAST OFFERED THE CHANCE TO SHOP WITH AVON?**

If it is recently, you may leave a card with your contact details in case they ever find they're without a Rep.

**You should not try to persuade them to order from you instead.**

If nobody is home you could drop a New Rep note through the door to introduce yourself which you can download and personalise through [avon.uk.com/mycampaigntools](https://www.avon.uk.com/mycampaigntools) on your website. As above, if they get in touch to say they already have a Rep you shouldn't try to persuade them to order from you, but do ask them to keep your details in case they ever find themselves without one.



**IF YOU SEE A CURRENT BROCHURE THAT IS NOT YOURS ON A DOORSTEP, PLEASE DO NOT COLLECT IT, IT BELONGS TO ANOTHER REP WHO HAS PAID FOR THEM TO BUILD THEIR OWN BUSINESS.**

When you are collecting your brochures, if you inadvertently collect an order with another Reps details on the form, please contact that Rep and pass the order on to them.



**ASK YOUR NEW CUSTOMER HOW THEY WOULD LIKE TO SEE THE BROCHURE.**

**Do they want one through the door, would they prefer to go digital? Send them your store link and they can order direct delivery or get free delivery from you.**

**REMEMBER** – when you find any new customers,  
the best way to ensure their loyalty is to provide them with excellent service.  
Please visit [avon.uk.com/training](https://www.avon.uk.com/training) for hints and tips on building a successful business.

AVON