

# A Comprehensive Guide to Prospect Follow-Ups

mindbody

# Why prospect follow-ups matter

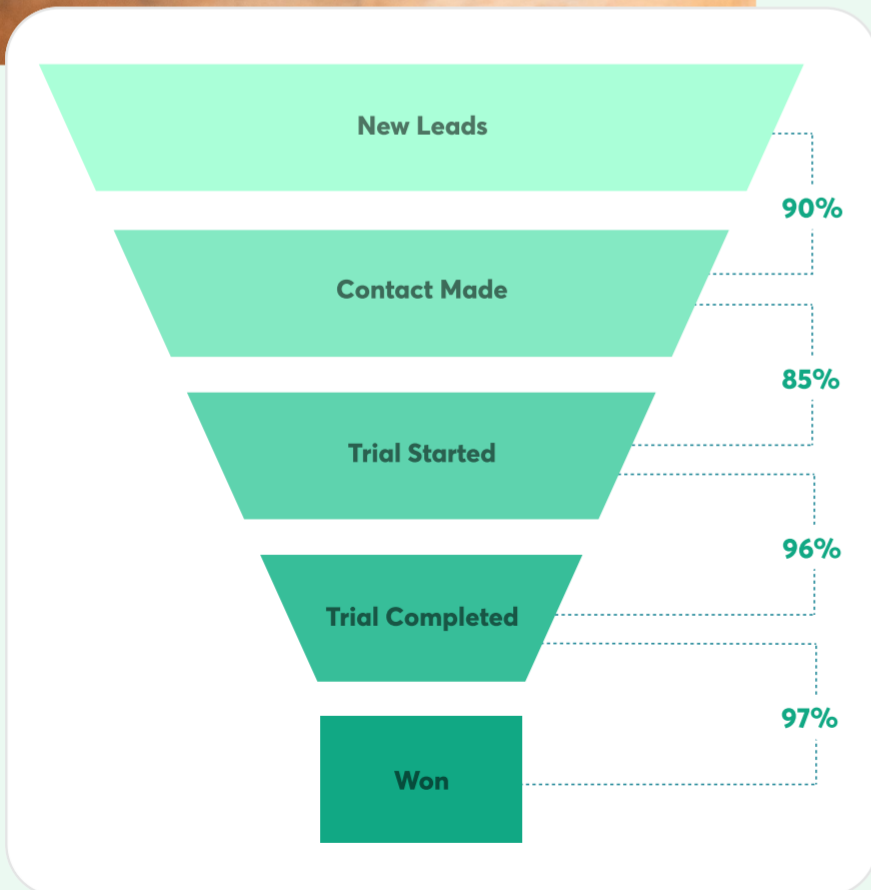
As a business owner, your sales process should be top of mind when it comes to acquiring clients. First impressions are important. When engaging with prospective clients, you need to bring your A-game to ensure they visit your business, fully experience all it has to offer, and ultimately become clients.

You and your team play an important role in managing inbound leads, whether from Facebook and Instagram ads, word-of-mouth referrals, or other advertising strategies. How you handle these potential customers will determine if they become lost opportunities or clients. Your business must establish a dependable follow-up process to communicate with leads after the initial contact.

This guide provides creative and effective strategies for following up and a detailed step-by-step approach to staying connected and engaged with your potential members.



Lead by Stage ▾



# Prospect follow-up strategies

Your follow-up process should include a strong sales strategy to nurture leads from interest to conversion.

## Implement a lead management system

Organization and streamlined processes are critical to smooth business operations. [Lead management systems](#) are instrumental in effectively managing leads and customers. They allow you to keep prospect information in a centralized location, maintain a record of interactions, and support follow-up communications. Lead management systems ensure you never overlook a prospect and can track their progress, nurture clients, and convert leads into paying customers as they progress through the [sales funnel](#).

### PRO TIP: SEGMENT YOUR PROSPECTS

Separate your leads by their interests, preferences, and behaviors. This ensures your communications are tailored and relevant to their needs. [Mindbody's lead management system](#) allows you to customize follow-up rules and tasks and tag leads based on their unique information.

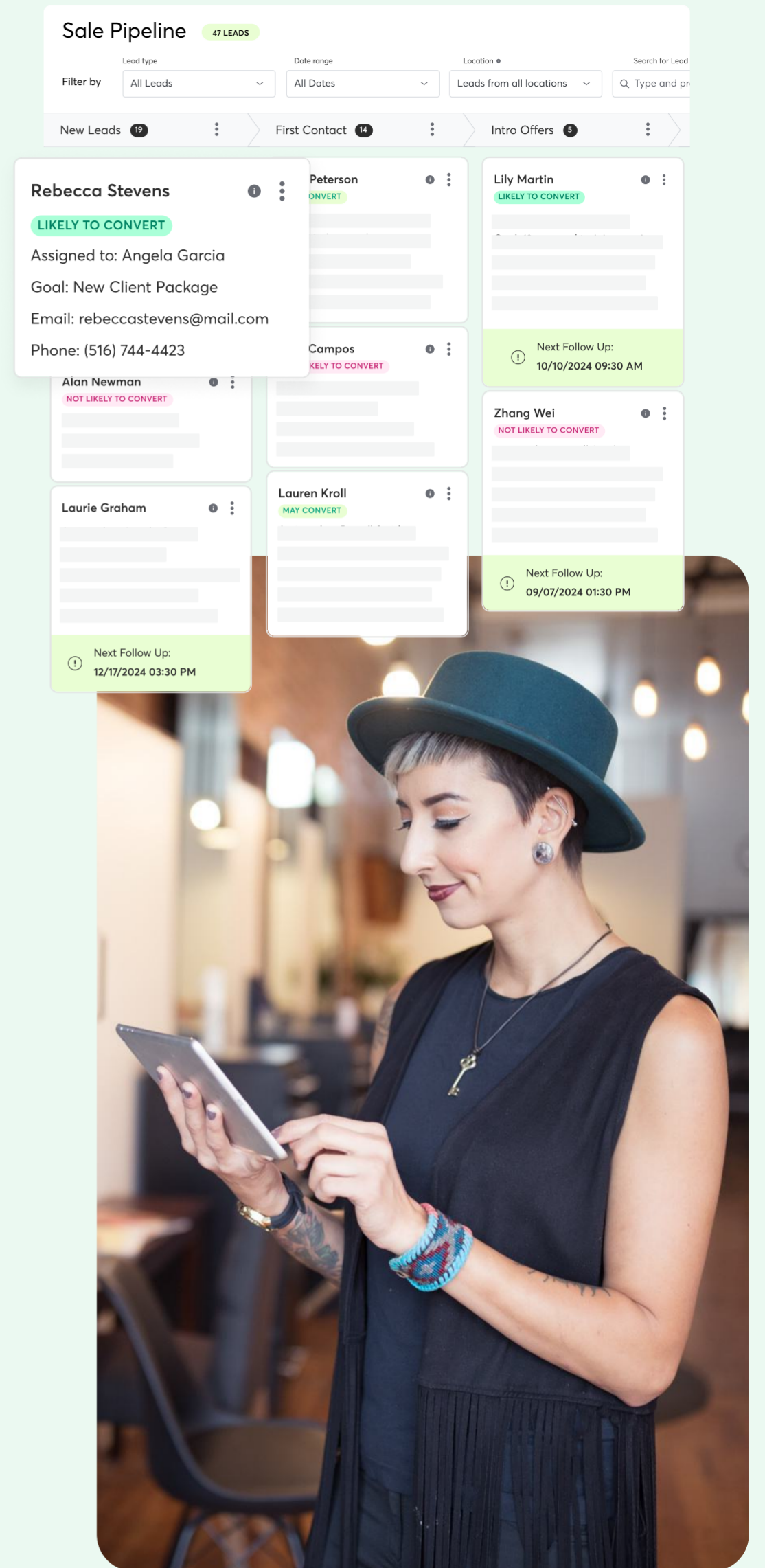
## Create a sales cadence

A sales cadence consists of planned interactions with a potential customer to form a connection and ultimately make a sale. The primary goal of sales cadences is to boost conversion rates and drive business growth.

When developing your cadence, establish a timeline for all prospect communications from start to finish. For instance, you or your staff should contact prospective customers within 24 hours of their initial inquiry to maintain the momentum. If you're unable to reach them after the first contact, there should be a planned series of follow-ups at strategic time intervals, such as after two days, a week, two weeks, or one month.

### PRO TIP: AUTOMATE YOUR PROCESSES

Streamline your follow-up process by automating tasks such as sending initial responses, reminders, and follow-up messages. Automation saves time and ensures that you never miss an opportunity to communicate with an interested prospect.





## Customize follow-up communication

Customized follow-ups allow you to tailor your approach to each prospect based on their **interests, behavior, and position** in the sales funnel. Use your lead management system to learn more about when and how they interact with your business throughout their journey.

## Provide valuable content and information

Share helpful content with prospects to capture their attention and build trust with you. Consider sharing customer success stories, how-to guides, or videos that match their interest. You can also provide them with information on promotional offers or exclusive discounts to encourage them to visit your business.

 **Jace Ponder**  
jaceponder@mail.com

Send proposal for membership

11/20/2024



Nov 20, 2024

10:00 AM

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Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
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17	18	19	20	21	22	23
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CREATE FOLLOW-UP

### PRO TIP: SEND PERSONALIZED COMMUNICATIONS

Customize your messages to address each prospect's needs, goals, and challenges to show that you understand their unique situation. For instance, if someone is looking to improve their mobility, you could share content about the best movements and routines to enhance their mobility.

# Prospect follow-up steps

Here is a series of follow-up interactions designed to keep prospects engaged and informed. Follow these steps to ensure that each point of contact adds value and moves the lead closer to becoming a client.

## Initial follow-up

Within 24 hours of the initial inquiry, contact the prospect via their preferred method of communication (e.g. call/text/email). Reintroduce yourself and your business and thank them for their interest. Depending on what information they provided in their inquiry, give them a brief outline of your services and inquire further about their interests. Conclude with a call to action, encouraging them to schedule an appointment or visit.

### *Sample email communication*

Hi [Prospect's Name],

Thank you for contacting [Business Name]! You recently submitted an inquiry regarding our [Service]. We appreciate your interest and would love to connect and learn more about what you're looking for and how we can help. Please give us a call or respond to this email so we can discuss this further and schedule a visit.

We look forward to hearing from you!

Best,

[Your Name]

### **PRO TIP: USE MULTIPLE COMMUNICATION CHANNELS**

Contact potential clients through email, phone, text, and social media to boost engagement and increase response rates.

## Second follow-up

Contact the prospect two to three days after the initial follow-up and mention your previous communication. Highlight one of your business's services. For instance, if you own a gym, share details on a free introductory visit. Conclude the communication with another call to action, encouraging them to visit or schedule a consultation.

### Sample text communication

Hi [Prospect's Name],

I'm just following up on my previous email to send you a friendly reminder about our offer for a complimentary [Service/Consultation] at [Business Name]. It's a great opportunity to experience our community and meet our instructors. When would you like to schedule a visit?

[Name]

### PRO TIP: ENCOURAGE DIALOGUE

Ask open-ended questions to initiate meaningful conversations with potential clients. This will help you gather valuable insights, build rapport, and demonstrate genuine interest in their needs. It's also an opportunity to determine if your offerings align with their needs.

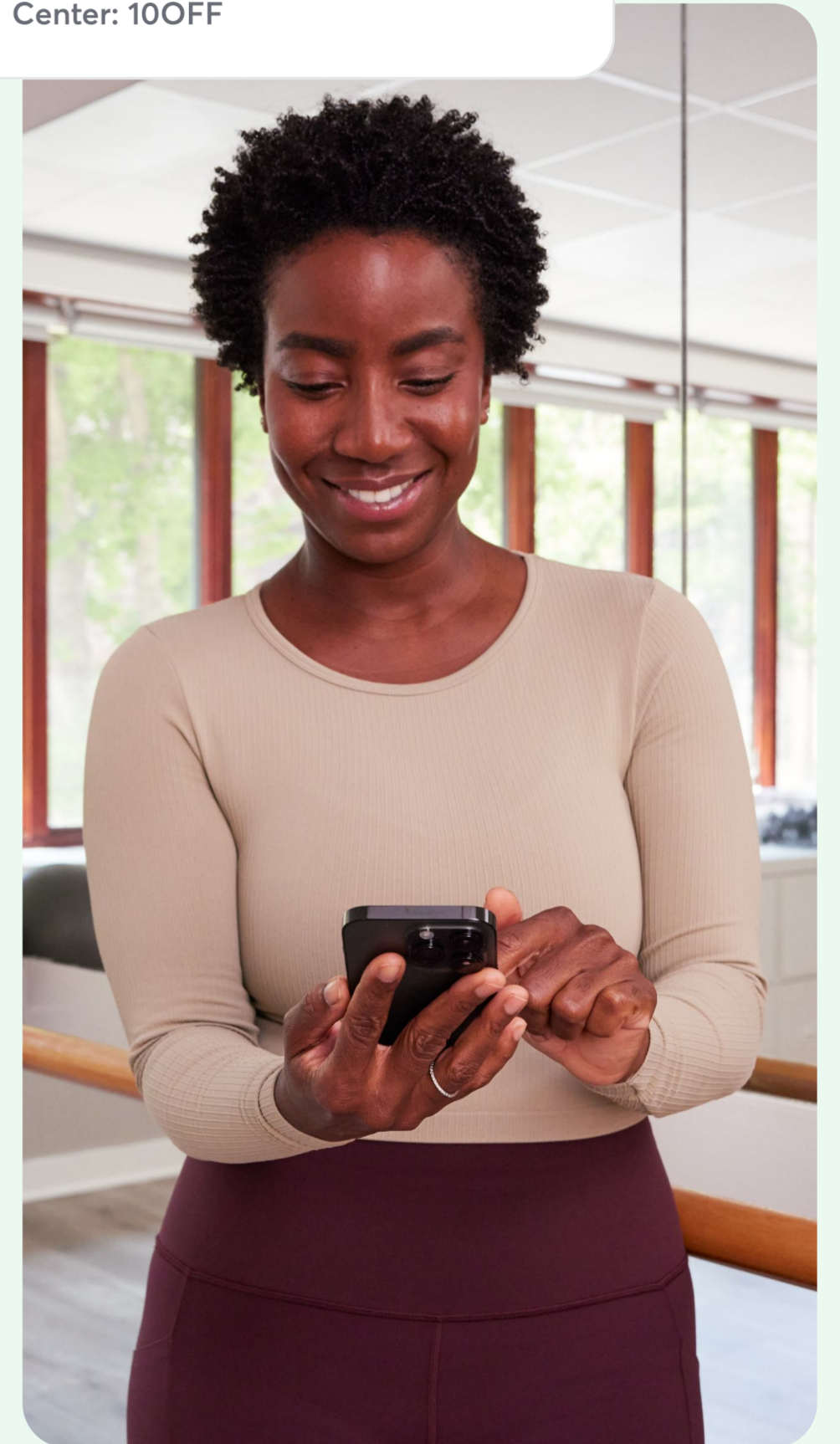
Automate



Schedule Message

Send in 10 days

Hi Maya, here's a 10% off code for your next visit at Luna Wellness Center: 10OFF



## Third follow-up

One week after the second follow-up, contact the prospect with details on a limited-time offering or discount. In your correspondence, mention any details they included in their inquiry. Limited-time offers create a sense of urgency, so conclude your message with an invitation to take advantage of the offer while it's available.

### *Sample voicemail communication*

Hi [Prospect's Name], this is [Your Name] from [Business Name]. I'm touching base on your previous inquiry. We're offering an exclusive discount on [Service], and I thought you'd be interested. Feel free to give me a call back at [Your Phone Number] to discuss. Looking forward to hearing from you soon!

## Fourth follow-up

Based on the length of your sales cadence, this could be your fourth and final follow-up occurring one to two weeks after your last contact. During this time, you can send your prospect information or content that provides them with valuable information specific to their interests and needs. For instance, you may provide them with a customer success story or tip. Invite them to engage with your content or schedule a visit.

### *Sample email communication*

Hi again [Prospect's Name],

I wanted to share this exciting [Customer Story/Article] that I think you'll find useful. Let me know what you think or if you have any questions! We hope to hear from you soon.

Best,  
[Your Name]

### **PRO TIP: BE PERSISTENT AND CONSISTENT**

Most sales don't happen after the initial contact, so consistency is instrumental in forming a connection. Your persistence demonstrates your commitment and can increase your chances of converting prospects into customers.



## Ongoing follow-ups

If you haven't been able to connect with a prospect through your initial follow-ups, it's time to include them in an ongoing outreach strategy. This series of follow-ups should be spread out over an extended period, occurring every few weeks or even monthly.

The goal isn't to overwhelm the prospect but to nurture their interest, so they keep your business in mind. You can send these messages via text, email, and phone calls, ensuring they are informative and not intrusive or pushy. Continue to provide value to the prospect by sharing relevant content and promotional offers.

### *Sample email communication*

Hi [Prospect's Name],

I hope this message finds you well! We understand how hectic schedules can be, and we wanted to touch base about your interest in [Business Name] and see if you have any questions about our services.

I'm excited to share that we're running a special promotion for [New Members/Clients], including [Specific Offer Details]. This could be an excellent opportunity to experience our [Services] firsthand.

Feel free to reach out if you'd like more information or to schedule a visit.

[Your Name]

### **PRO TIP: KEEP YOUR RECORDS UP-TO-DATE**

Make sure to record all interactions and important details about potential clients and your follow-ups; your [lead management system](#) will make this easy to do. Take notes on each interaction, including the date, time, method, and outcome. This will help you personalize future communications and update their communication preferences.

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Sales follow-ups are the key to turning prospects into loyal customers. By implementing a structured follow-up process, you can ensure that no opportunity is missed to convert a prospect. Mindbody's [all-in-one lead management tool](#) can streamline and automate your efforts, allowing you to enhance your sales touches and ultimately drive business growth.

Use these strategies and steps to enhance your sales performance in the Mindbody app.

[Schedule a Demo](#)