

# Tupperware®



GET STARTED WITH THE  
**REAL** PARTY PEOPLE

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GETTING STARTED GUIDE

# OUR MISSION

Congratulations on your new business venture, and **welcome to a community of real people**, offering real solutions for real life. And yes, of course this also means a **real earning opportunity**.

At Tupperware U.S. & Canada, **we believe in the beauty of confidence**. The confidence to be yourself. The confidence to be a **successful entrepreneur** while empowering others to do the same. It is our business to better each other, by offering **simple solutions for HOME**, helping everyone stay **Healthy**, **Organize** their space, save **Money** and do better for the **Environment**, and enjoy the opportunity to do the same by becoming a Tupperware Consultant themselves.

We hope you're enjoying your first days as a Tupperware Consultant. This is the real deal.

And this Getting Started Guide is meant to help you do just that—guide you through the challenges that may come, just like with any new adventure. Lean on your upline and family of Sales Force Members for tips and tricks, too—but when in doubt, flip this guide open. You can always give us a call, too, at 1-888-921-7395.

With **tuplove** ❤️,  
Your Home Office Team

## THINK BIG.

What is it you want to achieve: more free time, free products, debt-free lifestyle, vacations or cars? Decide on your purpose for joining Tupperware and set your goals.

## START SMALL.

Make your contact list. Check out page 20 for tips on maximizing your existing social networks.

## BEGIN NOW.

Start sharing the Opportunity! Becoming a party pro may come easier to some than others, but move at the pace that best suits you. Then, when you're ready, begin building your team. Others will see the fun you're having (and, of course, the perks) and want to jump on board, too! That's when the benefits for you start to increase even more.

Think **BIG**, **START** small, begin **NOW**!  
We can't wait to see where you will take the party.

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**BIG.**

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**Tupperware**<sup>®</sup>

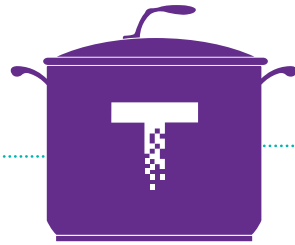
# GO DIGITAL

CONNECT WITH US



## MY.TUPPERWARE.CA

This is your Sales Force website. Access My Sales to enter your orders, plus find important information about catalogs, monthly brochures, short-term promotions, product knowledge, training and more.



## TUPHUB

Offers quick access to My.Tupperware and My Sales. My Week and our customer-facing blog, Fresh, are also available right in the palm of your hand. Available for Android users in Google Play and Apple users in iTunes.



## MY WEEK EMAIL

You're automatically signed up to receive this email each week. Includes important info, ranging from the latest Host and customer offers to the incredible awards you can earn.



## TUPPERWARE TEXT MESSAGE SERVICE (SMS)

See your Sales Force website for details on how to sign up. With text messaging you can update your party schedule and access valuable information:

- + product & parts information
- + current sales data
- + order status and more.

Join in on the Tupperware family fun! Visit us at:

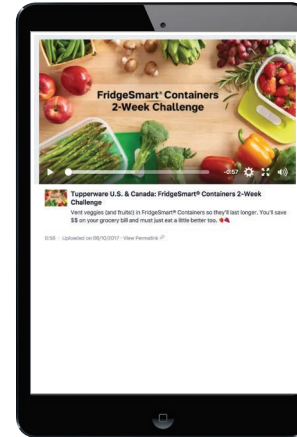
#tuplove



# BOOST YOUR BUSINESS

THE HOME PARTY IS THE BEST (AND MOST FUN) PATH TO SUCCESS IN TUPPERWARE. BUT THERE ARE TONS OF AWESOME WAYS DIGITAL AND SOCIAL MEDIA TOOLS CAN SUPPORT YOUR PARTY-FOCUSED BUSINESS.

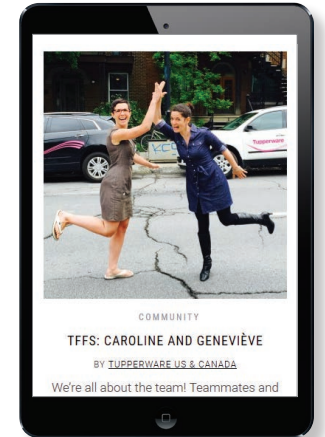
/tupperwareusca



@tupperwareusca



blog.tupperware.com



We post recipes, Sales Force stories and more on our blog, Fresh!

## FACEBOOK PARTIES

Facebook parties—when held within a closed group or event—can be a great way to supplement your in-home parties when weather or busy schedules get in the way. Set up a closed group or event in Facebook, then add the Host and her guests.

## TUPPERCONNECT® PARTIES

Hosts may invite out-of-town family and friends to shop via a TupperConnect® Party. You'll need a paid My.Tupperware website to take advantage of TupperConnect.



## PARTY+

Bring your TupperConnect guests to the kitchen virtually when they can't join physically with Party+, a great experience to increase your party average by engaging more guests in your demonstrations.

**Tupperware party+**

## EASY DOs & DON'Ts

For more info on social media success, be sure to check out the Social Media Policy on your Sales Force website under *Support Tools & Technology > Technology and Social Media Tips and Tools*. And see your recruiter or Director with any questions.

# THINK BIG

## GOAL SETTING

What is it that you want to achieve? Whether your next dream is to have a few extra dollars to spend at the grocery store or a new set of wheels sitting in your driveway (that maybe Tupperware is paying for!), writing down those goals can help make them all achievable. Because believe us when we say, they really are within reach when you set your mind to it.

LIST THREE TO FIVE THINGS YOU WANT MOST OUT OF YOUR NEW TUPPERWARE CAREER.

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HOW WILL YOU “KEEP YOUR EYE ON THE PRIZE(S)?” WHAT KEEPS YOU FOCUSED? WHO OR WHAT INSPIRES YOU?

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DO YOU HAVE A GOAL IN MIND FOR HOW MUCH MONEY YOU’D LIKE TO EARN, AND IN WHAT AMOUNT OF TIME?

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*That last question may be tricky to figure out (at least a realistic answer ☺), but we can help. How much you earn is truly up to you. That’s the power of being your own boss! The more you party, the more you make...*

I want to make

\$

each week

× 4

---

\$  = Sales Goal

+ \$700

---

= Number of Parties

➡ EXAMPLE  
For a party of \$700

If you need to make \$1,400 per month, your goal will be 8 parties per month, or about 2 per week.

So **THINK BIG**, set a goal, make your plan and get going!

# ONE2ONE SUCCESS FORMULA

- + HOLD 1 PARTY PER WEEK
- + DATE 2 PARTIES FROM THE PARTY
- + IDENTIFY 1 POTENTIAL NEW CONSULTANT FROM THE PARTY

The One2One Success Formula for Consultants can help you get off to a great start, along with the help of your Manager and Director, as well as attending hands-on training and success courses. As you continue to advance in your career, you’ll learn about even more education opportunities.

## PARTY TIPS FROM CHERYL

As our ultimate party pro, Cheryl Smith, VP of Party Experience, has a few tips to share to help get you started—ok, she has a lot more than a few (but we won’t give them all away here ☺).



**Cheryl Smith**  
Vice President,  
Party Experience  
Tupperware U.S. & Canada

### 3 TIPS TO ENSURE HOSTS & CUSTOMERS WILL RETURN TO YOU:

- ➡ **When they learn, they return.** Bring a few fun facts or tips to your parties to go along with your demo. Think “did you know?” (Ex. To easily remove burnt-on food from a pan, add a drop of dish soap and enough water to cover the bottom of pan, then bring to a boil and it washes right off.)
- ➡ **Always leave them wanting more.** Bring up another “did you know” but don’t tell them the answer. Tell guests you’ll let them know at the next party ☺.
- ➡ **Have fun.** Be authentic and be real. When you’re you, it shows.

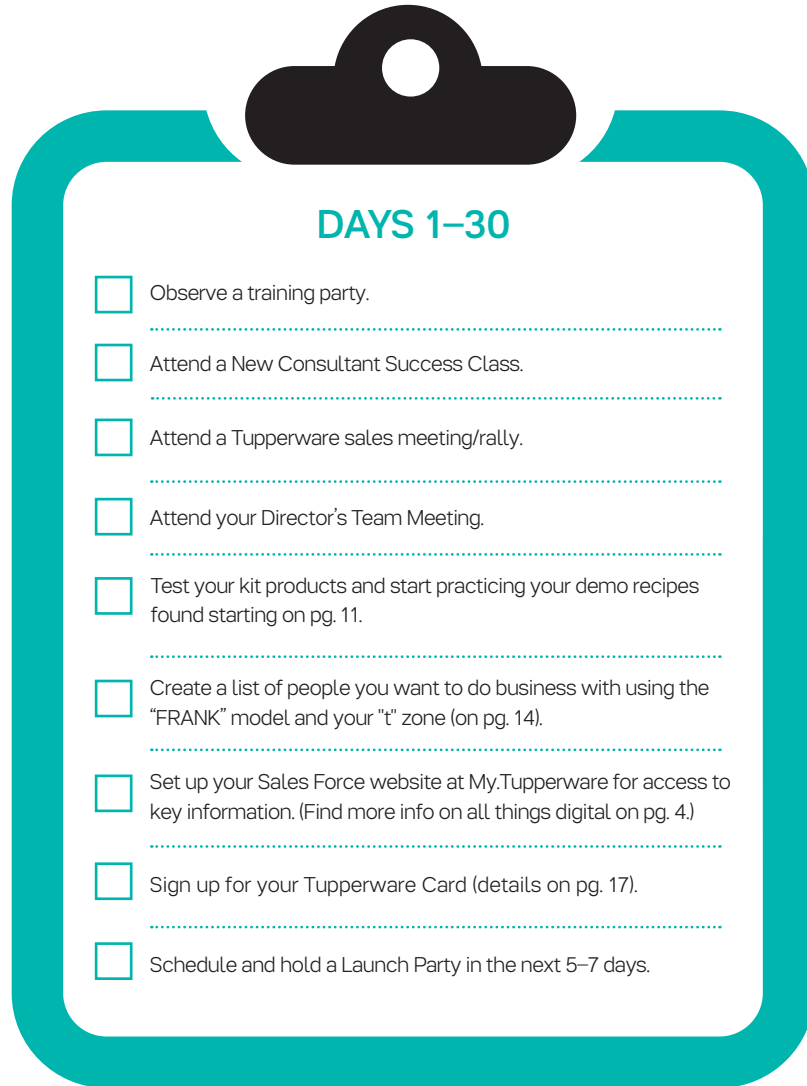
This isn’t always an easy business, but it is a simple business if you follow the plan. And there are days you can quit, but you can never, ever, ever give up. **Don’t ever give up on you.**

*I can’t wait to see where the party will take you, and where you will take the party. See you at the top! Say YES, Say SI, Say OUI! –Cheryl*

# START SMALL

## FIRST 30 DAYS

SET YOURSELF UP FOR SUCCESS. PLAN AHEAD TO CREATE A SCHEDULE THAT WORKS FOR YOU. YOUR FIRST 30 DAYS ARE CRUCIAL TO YOUR BUSINESS, AND YOUR TUPPERWARE FAMILY WILL BE THERE TO CHEER YOU ON ALONG THE WAY.



**DAYS 1-30**

- Observe a training party.  
.....
- Attend a New Consultant Success Class.  
.....
- Attend a Tupperware sales meeting/rally.  
.....
- Attend your Director's Team Meeting.  
.....
- Test your kit products and start practicing your demo recipes found starting on pg. 11.  
.....
- Create a list of people you want to do business with using the "FRANK" model and your "t" zone (on pg. 14).  
.....
- Set up your Sales Force website at My.Tupperware for access to key information. (Find more info on all things digital on pg. 4.)  
.....
- Sign up for your Tupperware Card (details on pg. 17).  
.....
- Schedule and hold a Launch Party in the next 5-7 days.

# TRACK YOUR PROGRESS

TALK TO YOUR UPLINE ABOUT OTHER IMPORTANT HAPPENINGS IN YOUR COMPANY AND ADD THOSE KEY DATES, PLUS THE EVENTS LISTED TO THE LEFT, HERE:

SUN	MON	TUE	WED	THU	FRI	SAT

# BECOME A POWER CHEF® PRO!

You can create a handful of delicious recipes with what's included in your kit. This section will serve as your cheat sheet while you learn about Tupperware® products.



**10**  
minutes

## Classic SALSA

Serves 6 • Serving size: ¼ cups

- 2 garlic cloves, peeled
- ¼ piece small red onion, peeled
- 15 oz./425 g cherry tomatoes (about 15–20)
- ½ cup loosely packed fresh cilantro
- 1 tsp. kosher salt
- 1 tbsp. fresh lime juice

1. In the base of the PowerChef® System, fitted with blade attachment, combine garlic and onion. Cover and pull cord until minced.
2. Add half of the tomatoes. Cover and pull cord until roughly chopped. Add remaining tomatoes, cilantro, salt and lime juice. Cover and pull cord until desired consistency.
3. Transfer salsa to a serving bowl, serve cold, at room temperature or use as a base for other sauces or recipes.

*Note: The kosher salt in the salsa will naturally cause the vegetables to release flavorful juices. Juice can be drained and used in other recipes or cocktails, or stirred into the salsa. Adding the garlic and onion first ensures it's finely minced. Adding the tomatoes in two batches ensures a variety of textures – the first addition will be more finely chopped than the second batch.*

*Make salsa with a twist!*  
 For Salsa Verde: Substitute tomatoes with 8 tomatillos and follow directions.  
 For Mango Salsa: Stir in 1 cup finely chopped fresh or frozen mango to finished salsa.  
 For Guacamole: Substitute half of the tomatoes with 2 large avocados.

Nutritional Information (per serving): Calories: 16 Total Fat: 0.2g Saturated Fat: 0g Cholesterol: 0g Carbohydrate: 3.4g Sugar: 2g Fiber: 1g Protein: 0.7g Sodium: 392mg Vitamin D: 0% Calcium: 1% Iron: 1% Potassium: 4%

IN KIT





**10**  
minutes

## Peach Frozen YOGURT

Serves 4 • Serving size: ½ cup

- ½ cup low-fat vanilla yogurt
- 2 tbsp. honey
- 2 cups frozen peaches, divided

Nutritional Information (per serving):  
Calories: 70 Total Fat: 0g Saturated Fat: 0g  
Cholesterol: 0mg Carbohydrate: 19g Sugar: 16g Fiber: 1g Protein: 2g  
Sodium: 15mg Vitamin A: 6% Vitamin C: 110% Calcium: 4% Iron: 2%

1. Combine yogurt, honey and ½ cup of peaches in base of Power Chef® System, fitted with blade attachment. Cover and pull cord until ingredients are combined.
2. Add another ½ cup of peaches, cover and pull cord until peaches have combined.
3. Continue adding peaches until all have been combined. Serve immediately.

IN KIT



Power Chef® System



Measuring Cups



Measuring Spoons



**5**  
minutes

## Orange Strawberry SMOOTHIE

Serves 3 • Serving size: ½ cup

- 1 cup frozen strawberries
- 6 oz./175 g low-fat vanilla yogurt
- ⅓ cup orange juice

Nutritional Information (per serving):  
Calories: 90 Total Fat: .5g Saturated Fat: 0g  
Cholesterol: 5mg Carbohydrate: 18g Sugar: 15g Fiber: 1g Protein: 3g  
Sodium: 40mg Vitamin A: 2% Vitamin C: 50% Calcium: 8% Iron: 2%

Combine ingredients in base of Power Chef® System, fitted with blade attachment. Cover and pull cord until strawberries are finely chopped and mixture is combined.

IN KIT



Power Chef® System



Quick Shake® Container



Measuring Cups

Take it on the go!

# DATE YOUR FIRST PARTIES WITH FRANK

You may not have heard of Frank, but he knows pretty much everyone and will help you build your initial contact list. To begin building your contact list, add your:



**TAKE CARE OF YOUR T ZONE!**  
 NOT THAT ONE, YOUR TUPPERWARE ZONE.  
 Reach out to your neighbors in your "t" zone to let them know you're a Tupperware Consultant with incredible Host rewards and party recipes to share.

# CONTACT LIST

IT'S ALL IN WHO YOU KNOW.  
 START JOTTING DOWN SOME NAMES TO GET YOU STARTED:

## FRIENDS

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## RELATIVES

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## ACQUAINTANCES

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## NEIGHBORS

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## KIDS' FRIENDS' PARENTS

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# HEAR THAT "cha-ching" WHEN YOU GO DIGITAL

## WITH NEW SITE PLANS THAT SET YOU UP FOR SUCCESS

Our Tupperware entrepreneurs deserve digital resources that will work as hard as they do, so we're offering multiple website options to help you find the version that best suits your needs, as well as the needs of your business.

The first time you log in to your Sales Force website, we recommend taking advantage of the Pro\* website option because the first 90 days for new subscribers is on us! First-time subscribers who choose Pro will receive the first 90 days for free to see what it can do for you. To take advantage of this free trial, be sure to sign up for Pro right from

the start. If you choose Premium as a first-time subscriber, you will receive a discount of \$13.95 off for the first 90 days. If you decide to enroll in the Basic option, there will no longer be a 90-day Pro trial opportunity or a discount available for the Premium website option.

Here's even more good news: when you continue with a paid website after the first 90 days, the eCommerce pool may help with your monthly payments! Learn more about the eCommerce pool on your Sales Force website, under Consultant Finder Listing and eCommerce Pool Criteria, by going to Policies, Contact Us.

MY.TUPPERWARE SUBSCRIPTIONS	BASIC	PRO	PREMIUM
	FREE	\$13.95 USD	\$19.95 USD
<b>BACK OFFICE</b>			
Home Office News	X	X	X
Website Support	X	X	X
Tasks	X	X	X
Email Notifications		X	X
Reports		X	X
TupSocial		X	X
<b>YOUR WEBSITE</b>			
Accept Online Orders		X	X
Lead Capture/Contact Manager		X	X
TupperConnect		X	X
Party+			X
Zoom Video Conferencing			X

For more information and to choose your website plan, stop by My.Tupperware.ca. If you're a new Consultant logging in for the first time, you'll need your 11-digit ID as your temporary username and your birthdate as your temporary password. If you've already enrolled in a plan and have decided to upgrade it, visit the "subscription" heading under "account settings."

\*Enrollment in the Pro plan includes a 90-day free trial. Payment information will be gathered, but no charge will occur until the 90-day trial period has elapsed. Enrollment in a Basic plan does not include a 90-day Pro free trial. Only those who enroll in the Pro option will be eligible for the 90-day free trial.

# SIGN UP FOR YOUR TUPPERWARE CARD



The fastest, easiest, most value-packed way to make your Tupperware purchases.

The Tupperware Check Card links directly to your existing checking account, to enable your Tupperware commissions to be deposited for the fastest possible payment of your Tupperware commission. It can be used only to make Tupperware purchases, debiting your account in the same amount of time it takes a check to clear. A record of your transactions will appear on your checking account statement.

To sign up, log into My Sales, navigate to the Sales Force dropdown > My Profile > scroll down to Payment Information then select "Log into Tupperware card" then select "click here to enroll."

### YOU CAN ALSO REDEEM TUPPERWARE CARD REWARD POINTS FOR FREE SALES AIDS:

Each time you use your Tupperware Card, you'll earn reward points equal to 1 point for every \$1 applied to your card.

<b>3,500 points</b>	\$30 retail value Tupperware coupon to use toward the purchase of regular products (Class 1) or parts (Class 2) on a non-party Consultant order.
<b>2,250 points</b>	Printed Material Pack includes 1 pack each of the current catalog and brochure.
<b>1,250 points</b>	Tiny Treasures Pack

To redeem your points, access your transaction history, or change your bank account information, visit: [www.tupperwarefreedom.com](http://www.tupperwarefreedom.com).

# COLLECT 100 NOs

REACH OUT TO 10 NEW PEOPLE EACH WEEK.  
ON AVERAGE, YOU COLLECT 1 YES FROM EVERY 10 NOs...

*'...Life is all about 10% what happens to us and 90% how we react to it.'*  
-Charles Swindoll

And so, it is with all of us, you're in charge of your attitude. You're in charge of what happens to you and because of that, fall in love with the word "no." You're going to hear it over and over again. Don't internalize it. The most successful people in our business flip that word over and they have the word "on." Get going.

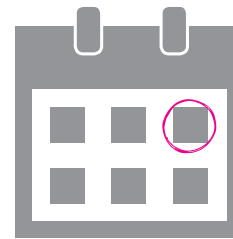
Mark **x** for **NO** and **✓** for **YES**

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# PRE-PARTY

MANY SUCCESSFUL PARTIES HAVE ONE THING IN COMMON – A RECIPE TO ENGAGE PARTY GUESTS. HERE ARE A FEW TIPS TO HELP YOU OUT.

## PARTY BLUEPRINT



1

Select a date and mark it in your Datebook.



2

Share recipes with your Host and ask her to provide the necessary ingredients for her recipe selection.



3

Give your Host a party planning folder.



4

Call your Host 48 hours before the party to let her know you're excited about the party and to find out how many people are coming so you'll be prepared.

## PREP YOUR HOST

Your Host will want a successful party so that she can maximize her Host rewards. Help her out by prepping her with a party planning folder including:

- + Current Host Gift Sheet (printable version on your Sales Force website)
- + 2 catalogs and 5 brochures
- + 3-5 order forms
- + Current Welcome Bonus flyer (found on your Sales Force Website)

## PREP YOURSELF

Remember these party essentials:

- + Your Business Kit
- + Catalogs
- + Brochures
- + Order Forms
- + 3-4 party planning folders
- + Pens
- + Datebook
- + Money bag (with change)
- + Dating gifts (Citrus Peelers, Rocker Scoops, Smidgets, etc.)
- + Current Welcome Bonus flyer (found on your Sales Force Website)

## BEFORE YOU GO

Check your Sales Force website for any new special offers available for Hosts or guests. And, keep your party attire simple. A nice pair of slacks, blouse (or shirt for men) and your Tupperware apron are appropriate for most parties.

# AT THE PARTY

Plan to arrive at your party location 20–30 minutes before the party starts to set up your display and prep recipes if needed. From the time you arrive to the time you depart, the goal is to keep your parties to about two hours.

## 5:30–6pm

You arrive about a half hour before the party to set up (don't forget to review your guest list, too!)

## 6:30–7:15pm

Explain key products and create the recipe (previously decided on by you and the Host).

## 7:45–8pm

Talk to your Host about what she's earned (and don't forget about the Tupperware Opportunity!).

## 6–6:30pm

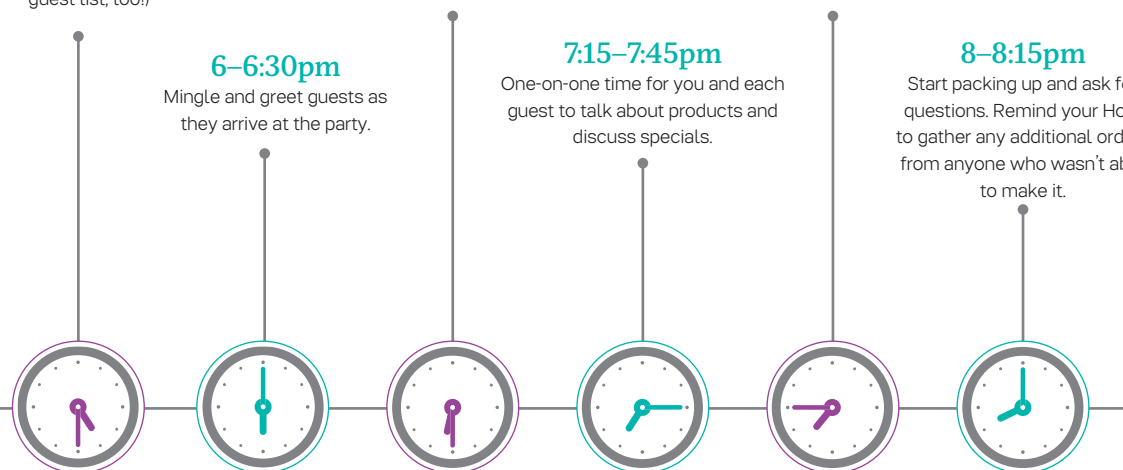
Mingle and greet guests as they arrive at the party.

## 7:15–7:45pm

One-on-one time for you and each guest to talk about products and discuss specials.

## 8–8:15pm

Start packing up and ask for questions. Remind your Host to gather any additional orders from anyone who wasn't able to make it.



- + During the demonstration, explain product features and benefits.
- + A feature is what makes the product special.
- + A benefit is what the feature does for you.
- + If you are demonstrating a recipe, highlight the features and benefits of the product you are using to make that recipe.
- + Involve your guests no matter what kind of party you are doing. They'll have a lot more fun if the party is interactive.

- + Remind guests that the best way to get Tupperware is to get it FREE for hosting their own party.
- + Give dating bids throughout the party.
- + Share the Tupperware Opportunity by sharing why you started your business and what you like about your business.
- + Collect orders.
- + Your customers can pay using cash, MasterCard, Visa, or personal checks made out to you.

- + Total each customer's order and add the appropriate tax and shipping charges.
- + Tax should be charged based on the location of the ship-to address.
- + Party plan with any guests who date a party. Reach your goal of dating at least 2 parties from the party.
- + Identify 1 potential new Consultant from the party.
- + Review total party sales with your Host and coach the Host to close the party within 48 hours, if needed.
- + Most importantly, **HAVE FUN!**



WRAP UP YOUR TUPPERWARE PARTY IN 4 EASY STEPS:  
**POST PARTY IN 4!**



- 1** Deposit guests' checks and cash in your Tupperware business account.



- 2** Enter party orders in My Sales (see next page for details).



- 3** Send thank you notes to everyone who dated a party.

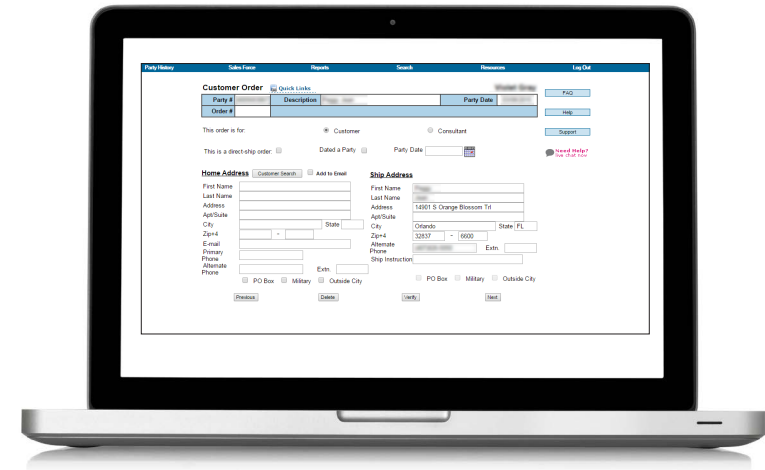


- 4** Let your upline know who your recommendation is for at least 1 new Consultant.

### ACCEPTING PAYMENTS

After a party, deposit guests' cash or check payments directly into your bank account! Then, make a payment to Tupperware for the party order. (This is where the Tupperware card comes in handy!) Tupperware accepts Visa, MasterCard and, of course, Tupperware Card for your Consultant payment. Use the credit card payment sheets for guests paying with credit card.

## ENTERING PARTY ORDERS



A step-by-step reference for entering your customers' party orders (this and other training videos can be found under the training section on your Sales Force website!):

1. Select the order type that applies to your order (Is it for a customer or you, the Consultant?)
2. Click the dated a party option if that customer dated a future party with you and enter party date in the corresponding field
3. Enter your customer's information in the home address fields Please remember to complete all fields
4. Click next to begin entering items into the order

If you're looking for a little extra help entering orders, have your recruiter or Director walk you through the process or call **Customer Care® (at 1-888-921-7395)** with the following information:

- Your 11-digit Consultant ID number
- Summary of party information including Host address
- All customer and Host orders (including first and last names)
- Addresses for orders that will be paid for with a customer's credit card
- All valid item numbers, item names and quantities needed
- Retail sales, shipping and tax totals for verification

\*During your first 13 weeks, there's no processing fee for a party to be entered by Customer Care. After your first 13 weeks, a 1.5% of retail fee applies for orders placed through Customer Care.

# PAY YOURSELF A BONUS

OUR PERSONAL SALES VOLUME BONUS (PSVB) REWARDS YOU FOR SUBMITTING SALES IN LEVELS TIED TO OUR \$600 STANDARD PARTY.

At eight standard parties in a sales month, you get an extra awesome bump as you enter the Party Pro levels.

SALES	STANDARD PARTIES	PSVB
\$1,800	3	\$50
\$2,400	4	\$100
\$3,000	5	\$150
\$3,600	6	\$200
\$4,200	7	\$250
\$4,800	8	<b>\$400</b>
\$5,400	9	<b>\$450</b>
\$6,000	10	<b>\$500</b>
\$6,600	11	<b>\$550</b>
\$7,200	12	<b>\$600</b>
\$7,800	13	<b>\$650</b>
\$8,400	14	<b>\$700</b>
\$9,000	15	<b>\$750</b>
\$9,600	16	<b>\$800</b>
\$10,200	17	<b>\$850</b>
\$10,800	18	<b>\$900</b>
\$11,400	19	<b>\$950</b>
\$12,000*	20	<b>\$1,000</b>

\*The Personal Sales Volume Bonus has no cap. Add \$50 for every standard party (\$600) over \$12,000.



# READY TO SEE YOUR COMMISSION SOAR? BUILD YOUR UNIT!

IT'S AS SIMPLE AS TELLING YOUR OWN STORY AND WHAT YOU LOVE ABOUT YOUR BUSINESS. THEN, HELPING AT LEAST THREE PERSONAL ACTIVE RECRUITS TO ALSO SPREAD THE WORD ABOUT MONEY-SAVING, WASTE-REDUCING, TIME-FREEING, REAL TUPPERWARE® PRODUCTS.

The bee, the symbol for the Manager career levels, represents the activity vital to building your Tupperware career, and also the team mentality of working together. Sure, building your unit will translate to more commission for you. But it could also mean financial freedom for the Consultants you help develop along the way. And trust us, helping others feels amazing.

As a Manager, you're eligible to begin receiving the VANGUARD BONUS based on your monthly unit sales.

Profit Plus (or the percentage you earn on your unit's sales) is paid once per month, on the 3rd Monday after the end of the sales month.

Managers and above can also qualify for an all-expenses-paid trip with the Royal Crest Experience!

PLUS, the Manager Growth Program, for first-time new Managers, trains you, and rewards you, for growing your unit and developing as a leader.

To learn all the juicy details, and begin planning for BIG success and advancement, see the Career Guide included in your kit.



Just the "bee"ginning of the awards that await you.



Build your unit, build their confidence (and yours!), and celebrate your success on the Jubilee stage!

# BEGIN NOW

## SHARING THE OPPORTUNITY

Once you've mastered the art of the party, start thinking about building your team with others who you could see as future entrepreneurs. When you share the Opportunity, you help these soon-to-be leaders see new possibilities for their life.

How do you discover talented new Consultants to join your team?

Know who to see as a potential new Consultant. The answer to that is...just about anyone:

- + At your parties
- + Your child's daycare
- + Your bank
- + Your game night
- + Your doctor's office
- + Your family reunion
- + A neighborhood BBQ/social gathering
- + Your server at the restaurant
- + Your clerk at the grocery store
- + Your church member
- + Your hairstylist/nail technician
- + Your child's teacher
- + Your real estate agent
- + Your pet groomer
- + Your massage therapist

Now, look for those with the following qualities:

- + Great smile
- + Nice personality
- + Outgoing spirit
- + Inquisitive about the products
- + Engaged in your message

Have a conversation and engage with this potential new Consultant. What should you listen for?

- + What's going on in their lives
- + What's important to them
- + Does he/she want to find a new job?
- + Does he/she hint at wanting to make extra money?
- + Again, is he/she interested in the product?



# WORD CHOICES

Now that you know where to look and who you're looking for, spread the Tupper-word while you're out and about. Challenge yourself to engage in conversation and start by giving genuine compliments. Feel free to use the examples below to get you started (add your flair to make the conversation your own) and share the Tupperware Opportunity.

Don't forget to share your experience with your team and exchange best practices.

## 1 How to Start the Conversation

Start with compliments and continue to engage in casual conversation and small talk.

*"That's a pretty blouse."*

*"It's been a while since I've seen you!"*

*"I love this area. Do you live nearby?"*

*"You have a beautiful family."*

## 2 How to Incorporate the Tupperware Opportunity

*"When is the last time you've seen a Tupperware catalog or attended a Tupperware Party?"*

*"Do you know anyone that sells Tupperware?"*

*(Wait for response.) "Well in that case, I sell Tupperware and would love to be your new Tupperware connection. Let me give you my business card and here's our Tupperware Citrus Peeler. You're going to love it. It'll peel your orange in less than 30 seconds."*

## 3 How to Engage Using Powerful Keywords

*"Building a career with Tupperware is **fun, rewarding**, and a great way to build your confidence. From the day you start, Tupperware, and the team you belong to, will provide you with all the support and training you will need for a successful career."*

*"Having your own Tupperware business can be a **life-changing opportunity**. When you choose to work hard and dream BIG, you can become debt-free, send your children to the best school, buy a house, or **go on a family vacation**."*

*"This is your opportunity to finally earn what you deserve! How much you will make and how far you will go is up to you. With Tupperware, you can control how and when to give yourself a raise and a **promotion!**"*

## 4 How to Close and Gain a Commitment

*"I'm a Tupperware (Consultant) and I look for people all the time to make \$40-\$50 per hour. Is that something you'd like to hear more about?" (Wait for response). "Let me get your information and I'll give you a quick call to set up a time to meet for coffee."*

*"With your amazing (customer service skills and your energy), you could create your own hours and determine your income. I know this business could really help you! I'd love to meet you for coffee and tell you all about it. When can we get together?"*

# MORE BENEFITS... MORE VALUE

Here you'll find a wealth of products and services – like business cards, banners, printing assistance and cell phone plans – from top office supply and service companies ready to serve you. Best of all, many of these services are offered at significant savings.

Explore these vendors and their products in this handbook, then go to your Sales Force website and click on For You > **MORE Benefits** to learn more. Visit the section often – our preferred vendors frequently offer special discounts and services throughout the year.

**We hope these valuable resources help you create the professional and productive business you'll be proud of!**

## BUSINESS SERVICES

### POSTCALLS VOICE

#### MESSAGING SERVICE

Stay in touch with your team and customers using PostCalls, a sophisticated voice notification system designed to immediately reach everyone on your list with just one phone call.

### IMN

IMN Loyalty Driver is a top-rated email newsletter service used by direct selling companies worldwide. Its Tupperware-branded service, Tupperware Trends, helps you communicate engaging offers and content to customers. Exclusive content, social networks, and audio and video all empower this content-driven e-newsletter. Tupperware Trends delivers the perfect mix of home office provided content and a personal message from you to your customers and prospects. It is backed by measured results delivered automatically, and Warm Call consumer tracking reports help you target the hottest leads. Check out [twtrendsc.com](http://twtrendsc.com) for more!

### STAPLES

You enjoy a 20% discount and more, on all Staples products and services offered (excluding stamps, self-service and 3rd party vendors) offered at any Staples Copy and Print center. In order to receive your discount, you would present your Business Development Program card that is available in the FOR YOU > MORE Benefits section of your Sales Force website. This card can also be used for personal purposes.

### VISTAPRINT

Online print leader Vistaprint has partnered with us to create a specially branded, unique web portal where any Tupperware Sales Force Member can order custom marketing and promotional products like business cards, postcards, hats, pens and lawn signs at a low cost. Custom-made templates and previously uploaded logos ensure that products stay consistent across the entire network and have the same look and feel as other vendors. Visit: [tupperware.go.customprintcenter.com](http://tupperware.go.customprintcenter.com).

## EQUIPMENT NEEDS

### DELL

The Dell Employee Purchase Program (EPP) makes it even easier to shop and save on Dell computers and equipment. Exclusive discounts help you get compelling deals you won't find anywhere else. Our new perks are better than ever.

### HP

The HP Employee Purchase Program (EPP) offers award-winning HP and Compaq consumer products at

discounts up to 35% plus free shipping. You can also take advantage of national mail-in and instant rebates, coupons and exclusive Employee Purchase Program deals on top of your EPP discount. Shop online at the HP Home & Home Office Store and look for the EPP tag [ **EPP** ] throughout the store to see your member savings.

### T-MOBILE

You can enjoy a number of discounts and special offers.

## OTHER SERVICES

### SOUTHWEST

Enjoy exclusive savings on Southwest Airlines by linking your Rapid Rewards account to Southwest Corporate Travel discounts.

+ Step 1: Visit [www.swabiz.com](http://www.swabiz.com)

+ Step 2: select 'Traveler Account Login'

+ Step 3: enter Company ID: 99349891

+ Enter your personal Rapid Rewards username and password

+ Step 4: book flight and receive a point of sale discount!

### PUROLATOR

You can benefit from great shipping rates with Purolator.

### THE PARKING SPOT

Join the Tupperware Exec Program and save at the leading near-airport parking company in the United States, with 39 locations at 21 airports. Order a Spot Club Exec Discount Card or make a reservation via the link found on the MORE Benefits section of your Sales Force website.

### SOLO PLUS

Limited medical plans, plus IMG travel insurance, are available to you in all provinces except Quebec & Territories (visit their website [www.soloplus.ca](http://www.soloplus.ca) for more information). Details are available under For You > MORE Benefits on your Sales Force website.

## MORE BENEFITS DISCLAIMERS

In no event shall Tupperware's compilation of the MORE Benefits create an employer/employee relationship between Tupperware and a Consultant/Manager/Director. Consultant/Manager/Director understands and agrees that the MORE Benefits are not provided by Tupperware, but by independent third parties. Any questions concerning details of any of the MORE Benefits, including qualifications necessary to participate in or receive such Benefits, services or programs, should be directed to the specific provider of such Benefits, services or programs. Tupperware

makes no representation or warranty that Consultant/Manager/Director will be eligible to participate in a particular provider's plan or program, or to receive services from a particular provider. Providers of the MORE Benefits may, at any time without Tupperware knowledge, discontinue or change any of the MORE Benefits. In no event shall Tupperware be liable for the performance or the non-performance of such Benefits, services or programs offered by a provider of the MORE Benefits to Consultant/Manager/Director.

# TUPPERTALK

HERE'S A HEAD START ON UNDERSTANDING SOME OF THE LINGO YOU'RE LIKELY TO HEAR AT TEAM MEETINGS AND IN THE COMMUNICATIONS YOU'LL RECEIVE FROM THE HOME OFFICE.

## ACTIVE CONSULTANT

Consultants are considered "active" when they submit \$700 or more in personal sales in a rolling six-month period.

## THANK YOU GIFT

This free gift is given to thank a Host for holding a Tupperware party with sales of \$225 or more. A qualifying Host may make her selection from the Catalog or a special Date & Hold Gift may also be available in the monthly brochure.

## DATING

A definite commitment to host a Tupperware party; dating is also the process of asking a potential Host for that commitment.

## DATING GIFT

A token gift offered to Hosts who date their party within a specified period of time.

## DATING LEAD

Someone who may be interested in hosting a Tupperware party, or someone you think would be a good Host.

## OUTSIDE ORDERS

Customer purchases made before or after a party, but before the party ordering closes. The Host earns Host Credit for all outside orders as well as orders at the party.

## PERSONAL ACTIVE RECRUIT

Someone you personally recruited who submits \$700 or more in sales in a rolling six-month period.

## PERSONAL SALES

Sales you personally gather and submit through parties, outside orders, Fundraisers, sample orders and online sales.

## SALES AIDS

In addition to catalogs and brochures, Tupperware offers a variety of sales aids including Date Me recipe cards, polybags for packing products, logo ink pens, key chains and more. Print a copy of the current list by visiting the Sales Aids link on your Sales Force website and look for the Sales Aids Price List page.

## SALES MEETINGS/RALLIES

A sales meeting (sometimes called a "rally") is a weekly meeting for all the Consultants and Managers of a Director or Business Leader. Most Sales Meetings are held on Monday evenings. These meetings are a fun way for Consultants and Managers to get the information, ideas, recognition and support they deserve!

## SAMPLES

Keep your parties up to date with the latest products. The sampling program gives you the opportunity to purchase select catalog, monthly brochure products and exclusive Host gifts at a 35% discount. Buying a sample gives you the opportunity to use a product before a party demonstration.

## SEAL

The world-famous Tupperware seal is the unique "top" that fits securely on a Tupperware container and protects the contents from outside air, moisture and insects. Seals are never called "lids" because of their superior function.

## STANDARD PARTY

\$600 is the goal party amount set to assist you in achieving consistent success.

## TUPPERWARE SALES WEEK

The Tupperware sales week runs from Saturday through Friday.

## TUPPERWARE SALES MONTH

It's important to note the last day of each Tupperware sales month because it's your last chance to close parties/submit orders and have those sales count toward the current month

(which is often important when you're hoping to qualify for awards, trips, recognition etc.). The end of each sales month will NOT usually align with the end of a calendar month. The sales month end dates for 2019 are: April 26, May 24, June 28, July 26, August 30, September 27, October 25, November 29 and December 27. Each sales month closes at 11:59 p.m. your local time. If you live in Alaska, Hawaii, Guam or anywhere outside the continental U.S. or Canada, ask your recruiter or upline for your closing time.

## UNIT

As you start recruiting to build your earnings, your first goal is to reach the title of Manager by having three active personal recruits. This is the beginning of your unit! As your recruits also recruit, you are paid on three levels deep of your unit.






# PRODUCT WARRANTIES

Talk to your Business Leader about the Tupperware® product replacement process and how you can help your customers fulfill warranties. **ONE OF THE THINGS PEOPLE LOVE ABOUT TUPPERWARE® PRODUCTS ARE OUR WARRANTIES. HERE'S WHAT YOU NEED TO KNOW:**


## TUPPERWARE LIMITED LIFETIME WARRANTY

Tupperware® products are warranted against chipping, cracking, breaking or peeling under normal non-commercial use for the lifetime of the product.

## QUALITY WARRANTY

Products identified in the catalog with the  symbol are warranted to be free from manufacturing defect up to one year after purchase.

## 30-DAY WARRANTY

Products identified in the catalog with a  symbol are warranted to be free of manufacturing defects up to 30 days after purchase.

## SHIPPING AND HANDLING CHARGE

Warranty replacement items or parts are subject to shipping and handling charges.

## CHEF SERIES COLLECTION & ULTRAPRO OVENWARE\*

Chef Series Culinary Collection & UltraPro Ovenware carry a limited lifetime warranty against defects in the material or workmanship under normal or household non-commercial use.

*\*These products are only replaceable by being shipped directly to our plant in Hemingway, South Carolina. If we are unable to provide an exact replacement, a comparable product may be shipped to the customer at the plant's discretion.*

**STRIKE UP A CONVERSATION!** When a past or potential customer comes to you looking to replace a product, that's your opportunity. Here are some word choices from a seasoned party pro:

**\*ring ring\*** Hi! This is Rachel, your Tupperware Consultant.

**ANGELA** WhoRachelGaveACatalogToOnce2MonthsAgo: Hello, this is Angela. We met at the market a while back and you gave me a catalog. Anyways, I have this seal that's defective and I know Tupperware has a Lifetime Warranty—would you be able to replace it for me?

**RACHEL:** Well, I sure can Angela. It's great to hear from you again. I can also save you shipping costs and help you get some free Tupperware if you'd like to Host a party. How long has it been since you've been to a Tupperware party?

**ANGELA:** Uhhh... it's been a while. I don't even remember.

**RACHEL:** Well, we have a saying. It's not your mama's Tupperware party anymore, girlfriend. You'd have so much fun. We could get you and your friends together, make a couple recipes—8-minute chocolate cake, salsa margarita party, whatever you want. We cook at the parties now!

**ANGELA:** Do I have to do a party in order to get my Tupperware replaced?

**RACHEL:** Absolutely not. If you don't want to do the party, just drop your replacements off at my house anytime at your convenience with your name, address and phone number, I have a bin on my front porch, and it'll just be \$7 for shipping the new items back to you.

**ANGELA:** So I have to bring them all the way to you and pay for shipping or I can have a party and you'll come to me and it's free?

**RACHEL:** Correct.

**ANGELA:** Let's have a party.

# WARRANTY IDENTIFICATION

Use this reference tool to help you identify what is covered by a Tupperware warranty.

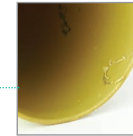
## CHIPPING:

Chipping may occur along the edges of a product.



**BREAKING:** Breaking produces a hole in the product.

**PEELING:** Peeling can occur mainly in older products.



**WARRANTY:** Warranty products are warranted to be free of manufacturing defects up to one year after purchase.

## WARPING:

Products manufactured after September 1979 are dishwasher safe and if warped, should be replaced at no charge.



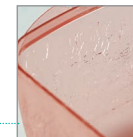
**CRACKING** can be large or tiny, like this crazing (network of fine cracks).

# NON-WARRANTY IDENTIFICATION

Here are some examples of damage Tupperware product warranties do not cover. If a product has both warranty and non-warranty damage, honor the warranty and replace the product.

## MICROWAVE DAMAGE:

Foods high in sugar or fat can cause this type of damage when microwaved.




**CUTS OR CHEWING:** Cuts by knives or other sharp objects including chewing are not covered by warranty.

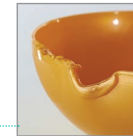
## STAINS:

Food stains and discoloration are not covered under Tupperware warranties.



**WARRANTY:** Damage to products carrying a  warranty are not covered when damage is the result of improper care such as rusting blades.

**MELTING:** If products touch a burner on the stove, a heating element in the dishwasher or other extremely hot objects, the heat can melt the product. Melting is not covered by warranty.



**SCRATCHES:** Warranty does not cover scratches that happen under normal product use.



**WARPING:** Before September 1979, products were not manufactured to be dishwasher safe and warping due to dishwashers prior to this period are not covered by warranty.



### MY CONTACT INFO

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

11-digit Consultant ID # \_\_\_\_\_

### MY RECRUITER'S CONTACT INFO

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

### MY DIRECTOR'S CONTACT INFO

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**CUSTOMER CARE IS ALSO HERE TO HELP YOU.**  
We are available during the following hours.

**1.888.921.7395**

Monday–Friday, 8:30 a.m. – 11:59 p.m. Eastern Time (except during the second and last Fridays of each sales month when we are open 12 p.m.–3 a.m. Eastern Time)

**Tupperware®**