

OPERATOR SCRIPT

WELLFIT BALANCE



Balanced Skin. Everywhere.

Essentials Treatment

WHAT IS IT?

Most skincare misses the microbiome entirely. Uneven tone, dullness, and irritation across the body aren't just surface issues — they're signs the skin's natural balance has been overlooked. Balance is powered by our Bio Glow Complex™, formulated with pre- and postbiotic actives to restore the skin's ecosystem from head to toe. When the microbiome is in balance, tone evens, dullness reduces, and the skin functions the way it was designed to.

HOW TO INTRODUCE IT

"Balance is our full-body microbiome treatment — it works on the skin's natural ecosystem to support even tone and a stronger skin barrier."

"It's a quick misting treatment inside the booth that delivers pre- and postbiotic actives across the entire body, not just the face."

WHAT MAKES IT WORK

- Bio Glow Complex™ supports the skin's natural microbiome
- Pre- and postbiotic actives work systemically across the full body
- Supports even tone and reduced dullness with consistent use
- Strengthens the skin's natural defense system
- Fully automated mist application with even coverage

HOW TO SELL IT

- "A fast, full-body microbiome treatment."
- "An easy add-on for uneven tone or dull, reactive skin."
- "A simple way to support your skin's natural balance everywhere."

SELLING SCRIPT

"We just added something called Balance — it's a full-body treatment that supports your skin's microbiome."

"The microbiome is the ecosystem living on your skin that affects how it looks and functions. Most skincare doesn't address it at all."

"This works across your entire body — not just your face — to support even tone, reduce dullness, and strengthen your skin barrier over time."

"Some members use it a few times a week as part of their skincare routine. Want to add it on today?"

All of you matters.



CUSTOMER RESULTS

Dullness reduces over time

Skin tone appears more even with consistent use

Skin feels more balanced and less reactive

KEY PRODUCT STANDARDS

- Non-comedogenic
- Non-irritating
- Non-sensitizing
- Cruelty-free
- Paraben-free
- 100% vegan

USAGE

Use daily or up to 3x a week for optimal results

QUICK REMINDERS

- Add Balance to every "What else can I help you with today?" moment
- Position it as the treatment that addresses the root of uneven tone and dullness
- Reinforce routine — microbiome health is built over time
- Keep the description focused on overall skin health, not just cosmetic results

PAIRS WELL WITH

Spray tan (before)

Balances skin pH and preps for even color development.

Sauna/steam (after)

Heat depletes moisture and can leave skin reactive. Balance restores the skin's barrier and supports comfort after heat exposure.

Massage/body treatment (after)

Use a toner mitt if oils were used. Balance resets skin following product residue.