

## Robert & Dawn Lemus FLORIDA

### Putting Melaleuca to the Test



At 50 years old, Executive Director 4 Robert Lemus was at a crossroads. A born entrepreneur, he had spent most of his career self-employed. As he searched for what he wanted to do for the rest of his career, he was contacted by a former business partner, National Director Scott Falany, about a new opportunity.

"I figured he was going to pitch me with something that I really wasn't interested in," Robert says, "so I didn't answer the first call. But out of courtesy and respect to him, I took the second call with the intention of telling him, 'Whatever it is, no.'"

But as his friend began talking, Robert heard something new. Scott had met with a man representing a different kind of company, one with longevity and retention. Robert met with the same man to learn more, and as he listened about business reports, product loyalty, and customer referrals, Robert's interest was piqued and he decided to talk to his wife Dawn about it.

They decided to give the products a shot. Because green products were important to the Lemuses, *EcoSense*® was the first product line they tried in their home.

"We didn't want any toxins in our home," Robert explains. "We wanted nothing to do with bleach; we wanted nothing to do with ammonia; we wanted all of those products out of our home."

After Dawn gave the Melaleuca cleaning, laundry, and bath and body products a thumbs up, the next step was to share them with close friends to see what they would think.

"We weren't going to share anything unless the products were just stellar—they had to be outstanding," Robert says. "They had to be something that people would want to continue using for a long time."

Melaleuca continued to meet and exceed the Lemuses' discerning tests as the couple scrutinized shipping processes, customer service, and other aspects of the company.

"We wanted to know that shipping was reasonably priced and that the product would arrive in a timely manner," Dawn says. "The 100% guarantee and the fact that we could get a customer service agent on the phone—within less than one ring in most cases—was also very important to us."

The Lemuses were sold. They had found a company they could get behind and, more importantly, grow with.

"Melaleuca is a well-oiled machine designed to serve its customers like no other company in retail can," says Robert. "They have the infrastructure in place and the ability to keep up with the demands we're all creating." That, paired with the Lemuses' drive to succeed, has created a perfect match for a business that will last a lifetime. SA

*"Since we created our business," Robert says, "Melaleuca has given us the opportunity to own our lives and have a great lifestyle without the confines and stresses of financial burdens."*

LAST MONTH'S EARNINGS:

\$28,991

LIFETIME EARNINGS:

\$534,882