



## What to Expect from an All About W8 Consultant

All our Consultants have been through a selection process to represent 'All About W8' and offer clients the All About W8 programmes and Maintenance Control stages. They can work within an agreed and exclusive range of postcodes.

Your All About W8 Consultant is self-employed, operates within a strict Code of Conduct and is licensed to practice by Head Office (the licence is renewed yearly). Our Consultants are trained by Head Office and are required to pass assessments and attend ongoing training when required, together with further home study assessments.

They are considerate and professional people – males and females – and many have had their own battles with weight and understand the journey you are taking. They know how hard it can be at times to stay focused, so they will help you through your journey and display the desire and compassion to help **you** succeed.

## Minimum Standards of Service

All Consultants hold meetings. At these meetings the following is made available to you:-

All our accessory items are available on the day/evening for you to purchase, as well as stock of ALL Mealpak flavours.

The level of support is up to you – you decide based on the options listed below:-

- Just collect your Mealpaks from your Consultant
- Be weighed and collect your Mealpaks
- Stay for a meeting on a subject or task week.

Before you start a programme, a Consultant will offer you an information session so you have all the details you need on all of our programmes.

When you get started, you will need to fill in one of the following health forms:-

- Client Screening Form for Programmes 1-4
- Health Declaration Form for Programme 5 (W8 for Life)
- GP notification, if required

It is vital that you complete these forms accurately because your Consultant will take your health seriously and we can only advise the best programme for you if we have all your details. In some circumstances, you may be asked to take a form along to your GP before you can start a programme. You will not be permitted to start a weight loss programme or purchase Mealpaks until we have one of the screening forms completed, applicable to whichever programme you are starting on. Your Consultant, once the screening is done, will do the following things:-

- Set up an All About W8 client record card for you



- Calculate your BMI, take your current weight and height and complete the record card. This is all done on approved All About W8 scales and accurate height measurement equipment.
- Take two photographs of you – one will be attached to your client record card and the other will be attached to the inside left of your blue journal or the food diary.
- Give you the opportunity to purchase one or a maximum of two weeks' worth of Mealpaks at this meeting to get you started.
- Change or swap any Mealpaks you dislike the early weeks.

**Important:-** Your Consultant must log you onto our central database so that when you call Head Office we have an up to date history of your progress. This must be added within 2/3 days of you starting. Your Consultant will give you your login details.

This login will give you access to our website and your weekly client progress charts on your own client page. You will be able to join our forum and chat to others, so please ensure you have your login details. Once you are added to our central system, you can also switch and order online through your Consultant at any time.

## What Materials you Should Receive Free of Charge

The All About W8 blue journal comes complete with inserts containing a journal book, information and food lists vital to you when starting the programme, and week one's task sheet and task. You will receive this if you are on any of our programmes 1-4. This is also sent to you with your first week's order if you join us as an online client. Every week you will receive a branded task sheet and task for each week up to week twelve.

These weekly inserts form the Company's "Programme of Change" and are full of hints and tips to keep you focused. Please join in with the tasks and put them into your journal when you have completed the week. In the front of your journal there is a printed weekly weight loss sheet that you and your Consultant can complete each week. A loyalty card will also be made available, but through participating Consultants only.

You will receive a full starter box if you have joined our W8 for Life programme. In this you will find the following:-

- |    |                             |
|----|-----------------------------|
| 14 | Mealpaks of your choice     |
| 1  | Programme Guide             |
| 1  | 92-page Food Diary          |
| 1  | Welcome letter              |
| 1  | FREE All About W8 Snack Bar |
| 1  | FREE Mealpak                |

You are able to purchase one of our special offers as advertised on our website.



## All About W8 Programme Prices

|   |                                   |
|---|-----------------------------------|
| Programmes 1 – 4 (28 Mealpaks per week) | £49.00                            |
| W8 for Life week one starter kit        | £29.99                            |
| W8 for Life (14 Mealpaks per week)      | £24.50 (each week after week one) |

## All About W8 Snack Bars

All flavours will be carried in stock and available for you to purchase from your Consultant. There is no limit to how many bars you can purchase, but please follow the guidelines within our weight loss programmes.

The Lemon Crunch, Chocolate and Chocolate & Coconut flavours are all priced at £1.95 each.

## Available Mealpak Flavours (v = suitable for vegetarians)

|                    |   |
|--------------------|---|
| Chicken            | v |
| Mushroom           | v |
| Thai               | v |
| Vegetable          | v |
| Cream of Asparagus | v |
| Spicy Tomato       | v |
| Strawberry         | v |
| Chocolate          | v |
| Banana             | v |
| Vanilla            | v |
| Latte              | v |
| Toffee             | v |
| Wild Berry         | v |
| Tropical           | v |

Spaghetti Bolognese

Curry Noodles (previously known as Chicken Noodles) v

## Extra products you can purchase that will assist in your journey

Your Consultants will have stock of the following items:-

|                                |       |
|--------------------------------|-------|
| Summer Spritz water flavouring | £7.95 |
| Fruit Tea                      | £6.95 |
| Savoury Drink                  | £6.95 |
| Green Tea                      | £6.95 |
| Make a Mouse                   | £6.95 |
| Blendi Bottle                  | £7.95 |
| Pedometer                      | £5.99 |
| Skipping Rope                  | £6.99 |
| Stop Watch                     | £6.99 |



|                                   |       |
|-----------------------------------|-------|
| Motive 8 CDs                      | £7.95 |
| Hints and Tips Booklet            | £4.95 |
| Spare W8 for Life Programme Guide | £3.95 |
| Food Diary                        | £5.95 |
| Follow-on Food Diary              | £4.95 |
| Maintenance Control Guide         | £6.95 |

All About W8 Consultants operate under a Licence to Practice and this should be in date and on view and at all times. Furthermore, they will have adequate insurance in place as well as a data protection subscription.

Part of our strict Code of Conduct stipulates that Consultants must ensure we maintain high standards and protect the All About W8 Brand. We work with many GPs and PCTs, it is vital high standards are always met. Here are a few of those criteria that Consultants must follow:

- A Consultant cannot sell you more than two weeks' worth of Mealpaks (56) Programme 1-4, W8 for Life you can purchase the special offers of 4 weeks and 8 weeks with free products as displayed on our website.
- A Consultant can only sell in weekly quantities, as per programme guidelines
- If you are required to have any forms signed by your GP, a Consultant cannot start you on a programme until the forms are signed and returned back
- A Consultant must ensure that their meeting times and contact details are all up to date and current on their website home page
- A Consultant will deal with all enquiries within 48 hours
- A Consultant will operate their business in a suitable meeting place
- A Consultant will allow you to decide on your choice of support level
- A Consultant will accept online orders and meet the delivery criterion of 3 – 4 days
- A Consultant will offer you local meetings in the community
- A Consultant will answer your client progress reports (online users)
- A Consultant will be able to offer you ALL our programmes (five choices)
- A Consultant will always give you the appropriate weekly tasks (photocopies not allowed)
- Your Consultant will be there to support and encourage you
- In the absence of your All About W8 Consultant, only an **approved** person can start you on an All About W8 programme (certificate must be displayed)

You can be safe in the knowledge that you are dealing with a fully licensed, approved and trained All About W8 Consultant or Practice Manager.

**Warning:-** We are proud of our Consultants and they do a fabulous job, but sadly we have found some people representing themselves as a licensed Consultant or member of staff when in fact they have neither a genuine licence nor hold a full assessment certificate issued by Head Office. For obvious reasons we cannot allow this, so the purpose of this document is to help you identify those people.

**If you feel you have not had the experience you should, then please let us know, in confidence, by contacting us at [businessteam@allaboutw8.co.uk](mailto:businessteam@allaboutw8.co.uk). We also like to hear the great compliments our Consultants receive, so please do send these in as well.**