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EYE ON ARBONNE

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KRYSTAL GRAY

SUCCESS IS WONDERFUL, AND THE JOURNEY IS WORTH THE WAIT

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Little did I know that my life was about to change one Saturday morning in March of 1992. As the host of a live call-in radio talk show called "Health Talk," I taught related topics and answered questions on health and illness prevention. At the airing of this particular show, I had been in practice as a clinical nutritionist for 10 years and remain so today. I am also the owner of a clinic, a business which generated a comfortable income for me and my family. Life was good and my career was moving ahead as planned. I had no alterations in store for the course of my life and certainly no regrets on the direction it was going. So on that Saturday, it was simply business as usual for me.

My talk on that program centered on healthy skin. On the show, I informed my listening audience that the skin was one of the largest absorptive and eliminative organs of the body, and that products applied to it — if toxic — will cause the liver to have to detoxify. A week after that radio show, a client and "Health Talk" listener, Debbie Baxter, shared the Arbonne products and opportunity.

I was willing to try the skin care product sample pack, but had no intention of even considering the business. I appeased her by mentioning I would let my husband look at the information. As the CEO of the clinic, I suspected he would not be interested. After reading the business plan, Marv, who is now retired after 34 years in finance with a top company, suggested I pursue Arbonne. I thought he was crazy. In my mind, being an Arbonne Consultant did not sound as important as my current title of clinical nutritionist. In retrospect, I realized I needed an ego check. But at the time, it hardly seemed plausible that I would trade a prominent career and business to start a fledgling one that did not carry the same prestige. After all, I had a rewarding career helping people regain their health. However, the truth was that there was a glass ceiling on my financial potential because I could only see eight clients a day. With clinic overhead, employees and other business expenses, there was



TOP: Krystal with Founder
Petter Mørck and Arbonne
President Rita Davenport.

RIGHT: With Executive Vice
President Stian Mørck
and ERVP Kathleen Heyn.



NVP krystal gray



Krystal with her grandchildren
L-R: Stephen, Holly and Daniel Oswalt.



Krystal with her Managers.

definitely room in my life to examine other alternatives, whether I was willing to admit it or not.

Although I was willing to try the skin care sample pack and nothing more, I fell in love with the product. Yet, I was still as reluctant as ever to even consider the business side. Trying to make Marv happy, I joined Arbonne to get the products at a discount, of course, with no real intentions of doing the business. Everything was going smoothly until I had two clients ask me what I used on my skin. This forced me to tell them about Arbonne and how they could get the product. As they say, the rest is history.

My friend, ERVP Kathleen Heyn, gave me something that says: "God's timing is always perfect." I have been in Arbonne for 11 years and am convinced that I would not have been ready for the responsibilities of NVP any sooner than now. Achieving this goal is exciting, but truthfully, the adventure of the journey was worth the wait.

Many people have inspired me along the way and made my progress a learning process. I would not have traded this eye-opening experience for instant success even if it was offered to me in the beginning. Because of the lessons learned, I believe I am more equipped to handle, hold onto and build upon all the responsibilities and future possibilities of NVP leadership.

Here are just a few things I have learned ...

success strategy:

“ Embrace a mission to motivate, inspire and communicate faith and divine excellence to all who are placed in your life. ”

From President Rita Davenport: "I never take advice from anyone more messed up than I am" and "Take a rich person to lunch and be sure to pick up the bill." Rita: Thank you for your love, encouragement and awesome leadership.

From Carol Waugh: "If you don't show up for work at your clinic, Krystal, do you get paid?" Thank you for opening my eyes to Arbonne and network marketing as a business.

From Cecilia Stoll: "When you have nothing to fall back on then you will go forward" and "If you want to know who really is on your team, do not call anyone for an entire week and see who calls you." These words of wisdom helped me to make the break from clinic work and re-hire myself every month, looking for team players.

From Donna Johnson: She shared with me that her secret to success came from being a competitive swimmer. Practicing the same stroke over and over again leads to perfection. This helped me to stop re-inventing the wheel when running my Arbonne business.

From Phoebe James: I learned to encourage my team with motivational quotes to keep them focused. Having Phoebe there always encouraged me to go the extra mile.

continued ...



Krystal with husband, Marv.



Practicing Arbonne at "Me Week", a professional business women's retreat.



L-R: AM Elvira Dawes, ERVP Kathleen Heyn, ENVP Phoebe James, ENVP Donna Johnson, Krystal, ERVP Deanie Schwannecke and RVP Beth LeBlanc.

The leaders in our company are extraordinary individuals. I am blessed to have watched them in action and to have been mentored by some of the best. Their lessons live on through me. I have also been fortunate to have guided others along the way, just as I have been guided. And I am grateful for this experience, as well. Those closest to the leader will determine the success level of that leader. Special thanks to ERVP Kathleen Heyn, ERVP Deanie Schwannecke and RVP Beth LeBlanc and to each of your Regions. Area Managers; Chris Kempton, Alicia Bernabei and Joan Durkin and District Managers: Carol Vernam, Shirley Kulpa, Jan Ascione, Mary Nykerk, Pam Smith, Deb Yenior, Ann Yax, Corey Kennedy, Diane Darling, Tricia Williams and LeeAnn Proctor: Thank you for your diligence and hard work. In the last four days of qualification, I kept thinking about how He will give us abundantly more than we can think or ask for. I believe this happened. You went above and beyond the call of duty to reach Nation, not only last month but every month, and I will be forever grateful. I cannot wait to be in the audience witnessing each of you walk across the stage to receive the rewards you deserve. Thank you for being my partners and most of all my friends. You are the *best*.

A special thank you goes out to Founder Petter Mørck for giving us a chance to have the potential for financial freedom. To Executive Vice President Stian Mørck: Thank you for your friendship and continuing in your father's footsteps. To Sr. VP Product Development & Field Events Candace Keefe: Thank you

for sharing your knowledge of the products. To the VP Support team: Thank you for all your support and professionalism. Stasia Trivison: I am grateful to you. Nancy Long: I am grateful to you for always praying for me. Teresa Mather: Thanks for being my "buddy." Kathy Whittington: Thanks for your friendship and computer knowledge. Julie Newcomb: Thanks for sharing your home, family and understanding. Reneé Moss: Thanks for your encouragement. Linda Brenner: Thanks for caring. There are so many more I wish I had room to acknowledge. I hope they know who they are and how I feel about them.

I am blessed to have loving, supportive and prayer-filled parents. Mom and dad: I love you. I have watched both of you give unselfishly to help others all my life. You have been my perfect role models. I am also blessed with three very special grandchildren, Stephen, Daniel and Holly. You are so precious to me. And, most importantly, I want to thank my best friend and the love of my life, my husband, Marv. Without your constant encouraging me to stretch and reach for the brass ring, I am not sure where I would be right now. Marv: Your constant help not only to me but to our entire team is commendable. What I sing to you remains the same: "Because you loved me."

Krystal with Marv and President Rita Davenport.



L-R: Mary Nykerk, Krystal and Lori Mead.

