

Getting NEW Leads + BOOKING & COACHING SCRIPT to use with Voice Calls & Texts

STEP 1: Hi! Can I ask you a question? My name is Lissette with Mary Kay; and I have a goal to pass out GIFT Cards to 5 WINNERS every day; & you're the lucky one if you don't have a Mary Kay Consultant. So, do you have a Mary Kay Consultant? GREAT! This gift card is for a free facial, that's a \$60 value, to validate the gift card, just fill out your info here and you keep the gift card along with my name, studio address & phone #. Let me ask you, when was the last time you tried Mary Kay?

(Yes. Your response: Great, who is your consultant? Awesome, you are already a WINNER, thank you for sharing that information with me!— Nice to meet you! Have a nice day!)

(No. Your Response: Great! Ask about: Family, Occupation, Recreation, Message (if you could learn anything, what would you, like to learn?)=FORM)

STEP 2: Susie, nice to meet you {as you shake her hand}. Susie, you're busy right? Because you're busy, so we don't play phone tag, I offer pampering sessions for you & a friend, someone who is underpampered & underappreciated, because its free for her too! I have weekdays or weekends, which is better for you? Weekends, great – I have morning or afternoon, which is better for you? Afternoon, great, I have 1:30pm or 3:30pm which is best for you? Great! This week or next week? Great! {If they do not book on the spot, then ask, "Would you like me to contact you tonite or tomorrow? What is the 1st name of your friend who needs pampering?"}

CAN USE SCRIPT BELOW: to book live over they phone or by text.

General Script: Hi _____! I'm n a contest w/Mary Kay 2 have 15 women, this week & next, complete a free microdermabrasion facial & get their feedback. It's Fun, Free & No Obligation! Have u ever had a microdermabrasion facial b4? Lissette :-)

Referral Script: Hi _____, u don't know me but I met with _____ & I need a favor & she said u were really nice & might help me out. I'm in a contest w/Mary Kay to do 50 FREE microdermabrasion facials in 3 weeks. Its Fun, Free & No Obligation! Have u ever had a microdermabrasion facial b4? Lissette :-)

New Lead through Warm Chat: Hi _____! U may not remember me, but I met U @ _____ & I need a favor & U were really nice & I thought U might help me out. I'm in a contest w/Mary Kay to do 50 FREE microdermabrasion facials in 3 weeks & get ur feedback. It's Fun, Free, & No Obligation! Have u ever had a microdermabrasion facial b4? Lissette :-)

Their reply is...."Yes", you respond: Awesome! Then u know how amazing & how expensive they are. It can be me & u, -OR- u can invite 2 friends (FREE 4 them too)! & in doing so u will receive a GIFT for sharing. Which do you prefer?

If they reply...."No": OMG! It's an amazing anti-aging treatment & great 4 preventing acne breakouts! They typically run about \$100 a treatment in a salon. The best part of being one of my WINNERS when we met is with me u its FREE 4 u plus 2 friends. I have a studio & offer a mobile service, which do u prefer?

They reply, your response: Sounds Great! I have Tues-27 Aug @6:30pm or Sat-31 Aug @3pm. Which works best 4 u?

{For individual facials, always offer your Weekly Event as an option. That way you can book several individuals for that same time...making the best use of your time.} {And, always give 2 options. For Ex: If they say on the weekend is best, you can say,..."I have Sat-31 Aug @ 10am or 2pm. Which do u prefer?" Continue to give the options until you have the date set!}

Get the invite list...: Susie, for your makeover, if u were 2 purchase jewelry 4 urself, would u choose: yellow gold or white gold?

Hostess' Inviting their Guests...: Hi ! Its Lissette-here is text 4 ur girlfriends for Sun-1 Sep @ 3pm – "I'm planning a MUCH needed girls play day! It involves snacks, pampering, a microdermabrasion facial valued at \$100 in a salon for FREE & girlfriend FUN. Yay! I will call u soon w/more info. Cannot wait 2 c u!"

Coach Appt 24-48 hours in advance: Hi ! c u 2morrow @ 11am. I appreciate u & ur time. I work by appt only & this represents a working day 4 me...so I'm really excited 2 get 2gether w/u. Rain/shine...u can count on me 2 b there, can I count on u 2 do the same?

Coach Appt on the same day: Hi ! Cant wait 2 see u today @ 11am!

SHARING APPOINTMENTS TO FIND YOUR NEXT TEAM MEMBER: Hi ! I'm super excited bcuz I am in a challenge 2 have 25 women listen 2 a phone call! U will b entered 2 WIN a \$100.00 in FREE Mary Kay Product! Will u help me out?"

2nd RESPONSE to their Yes: Great! Call 951-262-3712 & u r entered when u text me the one word that described the call 4 u! Its only 15-min! Thx so much! I get credit 4 ur help! No obligations!

Thx again! I get credit 4 ur help! My director & I will b calling u within 48 hrs 2 enter u in the drawing, no pressure, I promise. Plz have ur 3 questions ready 2 ask about what was shared when we followup 2 get ur opinion. I so appreciate u!"

INVITE TO GUEST EVENT: Hi ! I'm in a contest w/Mary Kay 2 have 10 of my customers join me @ r Customer Appreciation Brunch, Sat-1 Feb @ 9:30am to get ur opinion of event. I'll give u a \$25.00 GIFT card 2 shop w/me if u will be my guest. Its FUN, Lots of Giveaways & all u can eat buffet is only \$16. Can I borrow u 4 this? Lissette :-)