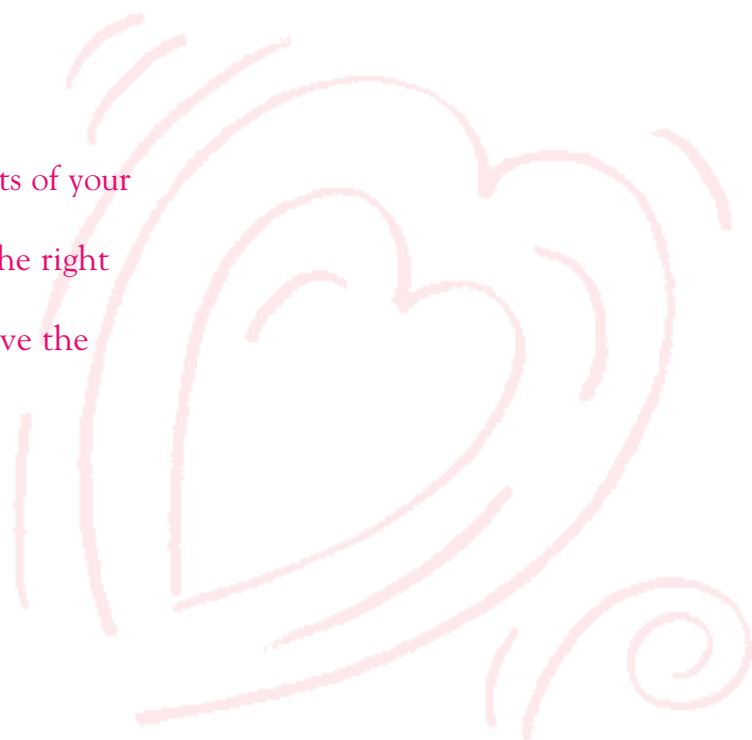




One of the most important aspects of your
Mary Kay business is knowing the right
words to say to help you achieve the
results you desire.



This booklet is designed to:

- Provide you with suggested dialogues until you feel comfortable using your own words.
- Serve as an easy reference guide.

We hope that you will use this booklet and that it will help you succeed in your Mary Kay business.
Congratulations and good luck!





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COMMON FIRST-TIME RESPONSES TO YOUR MARY KAY CAREER

When you begin to tell people you have started a Mary Kay business, most will probably respond positively. However, some people may not be as enthusiastic as you would like. They may have limited experience with Mary Kay, so some of their responses might be:

“Oh, Mary Kay. Do you have your pink Cadillac yet?”

“Oh, Mary Kay. I know someone who sells that.”

“Oh, Mary Kay. Don't expect me to hold one of those parties!”

“Oh, Mary Kay. I used to use that.”

Remember, you want to develop rapport, not react defensively, so here's a formula to effectively move past this temporary roadblock:

First, repeat what she says:

“So, you used to use Mary Kay.”

Then, ask a question:

“How long ago?”

And finally, make the transition to the next logical place:

“I'd love for you to try Mary Kay® products now! There have been some really exciting changes to the product line. Let me give you my card. If you'll jot down your name and address, I'll send you some samples as a holdover gift until we can get together. I'd love to get your opinion of Mary Kay® products again!”





BE MY GUEST

You'll want to make it your goal to bring at least one guest to every unit meeting or guest night. This helps keep you excited about your Mary Kay business. Plus, it helps your guest see more of the Mary Kay opportunity than what she would see at a skin care class, facial or other selling appointment. You never know – that guest might be your first team member.

Inviting Your Hostess

“(Customer's name), each week I select one person from the previous week who has been the most instrumental in helping me build my business to attend our upcoming unit meeting. This week I have chosen you because (give a sincere reason), and I would like to introduce you to some of my Mary Kay friends. Is there any reason why you couldn't attend our meeting on Monday night and allow me to give you the recognition and attention you deserve? I would be honored to have you join me, and I would love for everyone to hear what a wonderful (class/collection preview/show) you held for me! Can I pick you up around 6 p.m.?”

Inviting Your Guest From An Appointment

“Hello, (customer's name). This is (your name), your Mary Kay Independent Beauty Consultant. Do you have a quick minute? Great! You know, (customer's name), you have been on my mind ever since Linda's (skin care class/collection preview/party). Although a Mary Kay business may or may not be for you, I'd like you to be my special guest at our unit meeting (or guest night) Monday night at 7 p.m. I can pick you up on my way. Is there any reason you couldn't attend?”

Inviting Your Customer

“Hi, (customer's name), this is (your name), your Mary Kay Independent Beauty Consultant. Do you have a quick minute? Great! I've been challenged by my Independent Sales Director to bring five (sharp/gorgeous/fun) guests to my Mary Kay event Monday night, and of course, I immediately thought of you! It's lots of fun, and I'd love to introduce you to all my Mary Kay friends. Plus, I'll have a nice gift for you. Is there any reason why you wouldn't want to come? Great! I'll pick you up around 6 p.m. If you'll wear an outfit in a color you particularly like or wear a lot, we will put together a fabulous look just for you. Thanks, and I'll see you Monday at 6 p.m.!”



Introducing Your Guest

At your unit meeting or guest night, you'll want to introduce your guest to your Sales Director before the meeting begins. You might say:

"(Your Sales Director's name), I want you to meet someone special to me. This is (your guest's name), my guest this evening."

Here's a four-part format you can use to introduce your guest to your unit as a group:

1. Introduce your guest by name.
2. Tell how you know her or how you met her.
3. Pay your guest a genuine compliment.
4. Ask her to tell something about herself.

For example:

"I am so pleased to present (your guest's name). (Guest's name) was one of my first hostesses, and she's been using Mary Kay® products for over two years! She has a positive attitude and loves to look her best, so I know she'll enjoy our meeting tonight. (Guest's name), tell us a little bit about yourself."

Examples of introductions:

- "I'm happy to introduce you to (guest's name)."
- "I'm honored to present my guest (guest's name)."
- "This is (guest's name), and I'm so happy she's here with me tonight."

Examples of genuine compliments:

- "(Guest's name) has a dynamic personality."
- "(Guest's name) has one of the most lovely (families/homes/hobbies)."
- "(Guest's name) is one of my best hostesses, and her (skin care classes/parties/events) are a pleasure to lead."

At the end of the unit meeting or guest night, you'll want to bring your guest(s) with you to say goodbye to your Sales Director and mention your guest's name again. For example:

"(Sales Director's name), (guest's name) and I are leaving, and we just wanted to say good night."

Following Up With A Guest

On the way home from your unit meeting or guest night, you might say:

“(Guest’s name), I just want to thank you again for being my special guest tonight. Did you have fun? I’m so glad I was able to introduce you to everyone so they could see how wonderful you are. Do you have any questions about the meeting?”

“Did anything in particular interest you? Is there any reason why you wouldn’t be open to hearing about the Mary Kay opportunity?”

If she’s interested, you can follow up by giving her a *Something More* audiotape and setting up a time to meet with her.

“I’d like to ask you to listen to the *Something More* audiotape and let me know what you think about it. The tape is really short. Would you be willing to do that?”

“Great, then I’d like to pick up the tape either tomorrow or the next day. I’d love to tell you more about a Mary Kay business. Would you have about a half an hour to spend with me when I pick it up? Would Tuesday or Thursday be better? Morning or evening? Good, I’m looking forward to hearing your thoughts.”

For more information on Team Building, you’ll want to listen to the “Team Building” portion of the *Career Essentials Audio Success Series*.





WORKING FULL CIRCLE

Full-Circle Process

When working your business in person or on the phone, it is important to remember to work full circle. By being prepared to offer alternatives, you will be able to book more appointments, which can lead to more sales and to new team members. This cycle lays the foundation for a successful Mary Kay business. An example of working full circle while booking an appointment may sound like this:

Stages of the Process

Sample Dialogue

1. Create positive interaction.	"Hi, Mary, I'm so glad I caught you at home!"
2. Work to develop rapport.	"How are things going? The kids enjoying school? Great! Listen, I won't take up much of your time, but I wanted to let you know I just started my own business — I'm a Mary Kay Independent Beauty Consultant."
3. Express the purpose of your call. Have several options in case your first suggestion doesn't work.	Option A: "Would you like to get several of your girlfriends together and have a real girls' night out? My collection preview lasts only an hour and could be great fun for you and your friends. You can earn product credit of 10 percent of total sales from the show, 15 percent for a show with one booking and 20 percent for a show with two bookings." Option B: "Yes, I understand that this is a busy time of the year, and you just don't have time to host a show. I'm so excited about these new products, and I don't want you to miss out. I'd really like for you to see them. Do you think I could stop by for 10 or 15 minutes to give you a quick look?" Option C: "Wow, you really are busy. Why don't I just drop by with a few samplers and an issue of <i>The Look</i> ? May I drop them off next week? Great! What's better for you, Tuesday or Thursday? Around 6:30?"
4. Confirm your appointment.	"Great! I'll see you next Thursday at 6:30. And remember, Mary, if you see lots of products you must have, you can always schedule that collection preview and earn free products."
5. Communicate the next steps.	"I'm looking forward to seeing you. I'm eager to hear your opinion of the samplers!"

Don't worry if at first the above conversation seems awkward. Practice and repetition build technique. Keep in mind that your goal is to maintain contact with your customers in a way that does not feel forced. In doing so, you are building a strong and lasting relationship. She benefits from knowing you, and you benefit from knowing her! And she'll appreciate your professionalism.

Inviting Someone To A Unit Meeting

“Hi (customer’s name)! This is (your name). I’m so excited! Do you have a quick minute? You’re not going to believe this, but I just started my own business with Mary Kay, and Monday night is my first unit meeting!

“I’ve been challenged to bring as my guests a couple of my sharpest friends, and I couldn’t help but think of you. I’d be so privileged if you’d come with me. It begins at 6:30, and I’ll pick you up at 6. I’ll be dressed professionally. And as a thank you, I’ll have a special gift just for you. Can I count on you?

“Okay, (customer’s name), this is important to me, and I want to thank you for being so reliable. We’re going to have a great time, and I can’t wait to introduce you to my Independent Sales Director and give you a gift.”

Working full circle can prevent miscommunication about the time and purpose of the invitation.

Offering A Product Sample

When you’re approaching people, you may want to use the MK Signature™ Looks Cards that are available on Section 2 of the Consultant order form. You might say:

“Has anyone ever taken the time to offer you a complimentary facial or a Mary Kay® makeover? I’m a Mary Kay Independent Beauty Consultant located right here in town. I like to give MK Signature™ Looks Cards to the two sharpest women I see every day. I sure hope you’ll accept this.”

If you’ve affixed one of your address labels, you can add:

“As a matter of fact, my phone number is right on the card. Let me take a quick minute to jot down your name, address and phone number because I would hate to miss your call. This can be your holdover gift until we get together. I’d really value your opinion of our products.”

Another way to use this card is to exchange phone numbers and then call her back to say:

“Hi, this is (your name), a Mary Kay Independent Beauty Consultant. I’m so excited, do you have a quick minute? I met you the other day at the copy store, and I promised I’d call you. So, before I get completely booked next week, I wanted to make sure we could schedule you for a facial. It will give you a chance to try the look on the card with instructions.”



Turning A Product Sample Offer Into A Class or Collection Preview

A lipstick sampler is also a fun sample to give away. The idea is to offer her a lipstick sampler in exchange for an opinion, with the understanding you'll call her back to see how she liked it.

"Hi (customer's name), this is (your name). I met you at the gym. How did you like the lipstick shade I gave you?"

"Super! You've been so great to give me feedback on our lipsticks. I'd really love to get your opinion on some of our other products. Is there any reason why we couldn't get together? (Ask her if she's interested in a facial or looking at more of the product lines.)"

"It's just as easy for me to hold a class for several people as for one. Is there any reason why you wouldn't share your facial with some friends?"

(or)

"I have some great limited-edition products coming out for the holidays; why don't we have a collection preview for some of your friends?"

"Great. I want to call them in advance. Do you have their names and phone numbers handy?"

"So (customer's name), who do you think you'd like to have join us? (Repeat guest's name), okay ... what's her phone number? Who else? (Repeat other guest's name), great. What's her number? Who else? (Repeat other guest's name), okay."

"(Customer's name), today is Tuesday. On Thursday after 7 p.m., I'll call your guests, and if you've already confirmed them to join you, I'll have a gift for you."

"Thanks again (customer's name). I'll see you at 6:30 on Friday."

Turning A "No" Into An *On The Go*

The best way to maximize your time is to hold a skin care class. Always ask your customer if she'd like to share her facial with a couple of friends so she may earn free products. If a potential customer is too busy to hold a skin care class or collection preview, turn a "no" into an *On The Go*! Here's a suggested dialogue for turning a "no" into an *On The Go*:

"Yes, I understand that you are busy, and you just don't have time to host a show. I'm so excited about these new products, and I don't want you to miss out. I'd really like for you to see them. Do you think I could stop by for 10 or 15 minutes to give you a quick look?"

For more information on working full circle, listen to the "Communication" portion of the *Career Essentials Audio Success Series*.



BOOKING

As you begin booking appointments, you may want to say:

“Hello, (customer’s name)! This is (your name). Do you have a moment? Great! Let me tell you why I’m calling. I’m so excited, I just started my own business as a Mary Kay Independent Beauty Consultant. As part of my education, my Independent Sales Director has asked me to select the sharpest women I know, and I immediately thought of you.”

Pay her a sincere compliment such as:

“Every time I see you, you look so sharp, and I really would value your opinion. Is there any reason why we couldn’t get together so I can get your opinion on some of our products?”

You’ll want to give your hostess/customer choices of when she wants to have her appointment. Here’s a dialogue you may want to use:

“(Customer’s name), I know you work full time, so would the beginning of the week or end of the week be better for you? Evening or weekend? Wednesday or Thursday? 7 or 7:30?”

Make The Connection Between “Need” And “Benefit”

The most effective way to book a potential hostess is to personalize the reasons why she would want to hostess a skin care class or collection preview. To do this, you can ask yourself the question, “What’s in it for her?” This is linking the need of the hostess to the benefit of her holding an appointment.

Need: To be with people

Benefit: “It would be so much fun, especially because you’ll be getting together with some friends!”

Need: To be up on the “latest” products

Benefit: “This is a perfect opportunity to try something exciting and new to help you look even more beautiful!”

Need: To update her look

Benefit: “This is a perfect opportunity for you to try a beautiful new look for your upcoming wedding/special event.”

Need: To enhance her image

Benefit: “This is a perfect opportunity for you to create a beautiful new, professional look for that great new job!”

Need: Some personal time for balance

Benefit: “This is a perfect opportunity for you to take a little time for yourself and learn about Mary Kay® products. Wouldn’t you agree you could benefit from a little pampering?”

Need: Time to refresh and rejuvenate

Benefit: “This is a perfect opportunity for you to take a little time out for yourself to recharge your batteries.”

Need: To care for others

Benefit: “You are such a caring person, and this would be a perfect opportunity to do something really special for your friends!”

Booking From A Skin Care Class

Skin care classes offer the best opportunity for bookings. Throughout your presentation, you’ll want to refer to a second appointment. During your group close you might say:

“When we talk at our individual consultation, we can schedule your next appointment so you can earn product credit toward additional products.”

During your individual close, you’ll want to encourage your customers to book future appointments. When you talk to them, you might say something like:

“At every class, I always select a couple of people whom I would like most to have as my future hostesses – and today I have selected you! Tell me, when we get together for your follow-up appointment, is there any reason why you couldn’t share it with a few friends?”

Here’s a dialogue you may want to use to get your hostess excited about her role:

“It will be lots of fun, (customer’s name), and for sharing your appointment, you can earn 10 percent of the total class sales in free products, 15 percent of total sales in free products if one booking is made from the class and 20 percent of total sales in free products if two bookings are scheduled. Isn’t that great?”

Turning Facials Into Classes

Once someone has scheduled a facial, it's easy to turn it into a class by asking her to share her facial with a few friends. You might say:

"(Customer's name), it's more fun when you share your facial with a few friends. You can either have a small group of three or four or a larger group of five or six. But either way, I'm still coming for you. Which do you prefer?"

Next, you'll want to find out who the guests will be. Go ahead and ask if she knows who she'll be inviting. Here's a dialogue you can use:

"(Customer's name), I want to give the guests a quick call to ask them a few questions about their skin so that I can be prepared for our class. I bet you can already think of a few friends whom you might be inviting. Why not give me their names and phone numbers so I can call to ask them a couple of questions about their skin type?"

If she doesn't know yet whom she might be inviting, you'll want to follow up in two days to get the guest list. Encourage her to call them as soon as possible. Here's what you can say:

"I'll call you in two days, and at that time, (customer's name), you can let me know who'll be sharing your facial with you."

Here's a suggested dialogue you may want to give to your hostess that she can use to invite her friends to her skin care class:

"I am so excited to call you! I would like to invite you to have a complimentary facial at a skin care class that will be conducted by a Mary Kay Independent Beauty Consultant. The class is by reservation only, and I can have five friends, so if you can come, let me know now so I can reserve a place for you."

Booking From A Collection Preview

Along with skin care classes, collection previews are the best opportunity for you to grow your business. In fact, they are a great follow-up to skin care classes. During the collection preview close you'll want to thank the guests for their time and ask them to share their opinions on their customer profile. Ask if anyone is interested in hosting a collection preview. You might say:

"If anyone books an appointment today your hostess can receive more hostess credit, and you also get an extra special gift to take home tonight in addition to the free products you may earn at the time of your collection preview."

During individual consultations with each guest, you will want to review her sales ticket and customer profile; this will give her the opportunity to talk with you and ask specific questions. In reviewing her sales ticket, you can show her what it would cost if she wants to go home with everything, how she can get it and how she can possibly earn some of it for free. The closing might go something like this:

“Okay (Guest’s name), I see that you are interested in the Miracle Set and in the Satin Hands® Pampering Set. Well, those are both fabulous sets. I take cash, check, MasterCard, Visa and Discover. (Guest’s name), if you are interested in earning another set as a bonus gift, I think you’d be an awesome hostess, and I’d love the opportunity to work with you. Is there any reason why we can’t get together with a couple of your friends and have a show? It’s a great way to reconnect with your friends! How does that sound? Great! Let’s go ahead and schedule a time. What works best for you, beginning or end of the week? Morning or evening? How about (date and time)? Wonderful! Now, (Guest’s name), I would like to call you in two or three days to see how the products you purchased tonight are working for you. What time can I call you? Good, at that time I’ll also ask how your guest list is going. Thanks again for coming. I look forward to seeing you again and working with you as a hostess. You’re going to be fantastic.”

Booking From An *On The Go* Appointment

On The Go appointments are a quick and easy way to meet with new or existing customers. They are also a great way to introduce your customers to limited-edition and seasonal products. Remember to keep the appointment short, 10-15 minutes. An *On The Go* conversation featuring the Satin Hands® Pampering Set might go like this:

“Hi, (Customer’s name), it’s good to see you again. Thanks for giving me 15 minutes of your time. I know you are very busy. In order to ensure that I am out of here in my allotted time, I’d like to get your opinion of the Satin Hands® Pampering Set.” Have her try the Satin Hands® Pampering Set, and ask her to complete the customer profile. “I see from the customer profile, (Customer’s name), that you really liked how the Satin Hands® Pampering Set made your hands feel silky. I completely agree with you and have found that most of my other customers feel the same way. Would you like to take the Satin Hands® Pampering Set home with you today? Great! I have it with me. I do take Visa, MasterCard and Discover!”

Be sure to leave with both of you knowing when and why you’ll be seeing each other again.

“Let’s go ahead and schedule a time for you to host a skin care class so you may earn free products. What works better for you? Beginning or end of the week? Morning or evening? I’d also like to leave you with an issue of *The Look* so you can shop from home! Is it okay if I call you in a few days to see how you are enjoying your Satin Hands® Pampering Set and if you spotted anything in the brochure that you just can’t live without? At that time, I will also get the names of your guests for the skin care class. Again, thanks for your time. Have a great day!”

Booking A Web Show

When you sign up for a Mary Kay® Personal Web Site, you can begin holding Web shows, which are easy and entertaining. The shows usually last 24 hours, so they are a great use of your valuable time. You can hold a Web show and offer your “virtual” hostess the opportunity to earn free products based on show sales.

A conversation to set up a Web show might go like this:

“(Customer’s name), hi, this is (Your name), your Mary Kay Independent Beauty Consultant. Would you like to hear about an easy way you may earn free products? Well, I’d like to tell you how you can make that happen – is now a good time for us to talk? Great! If your friends visit and purchase product through my Mary Kay® Personal Web Site over a 24-hour period, you may earn 10 percent of their total resulting sales in free products. How does this sound (customer’s name)? Let’s set up the show for next Wednesday, and I’ll call you that afternoon to see how it’s going.”

Ask the hostess to e-mail your Web site address to her friends and invite them to shop online. Coach the hostess on setting a beginning and an ending time for the show, usually 24 hours. Remind the hostess to ask guests who visit your site to e-mail you their opinions of the site and the selected products. And thank all the Web guests with a follow-up e-mail. A follow-up e-mail to thank Web guests might look like this:

Dear (Web guest’s name),
Thank you for visiting my Mary Kay® Personal Web Site. Your friend (Hostess’s name) was so excited to earn a Velocity® body care set just for hosting the Web show. Wouldn’t you like to earn free products, too? Contact me, and we can set up a Web show just for you.

Note:

If you haven’t already, you might want to take advantage of the Smart Start™ Personal Web Site offer. To sign up, go to Mary Kay InTouch®, at www.marykay.com and enter your Consultant number and set up your password. The Smart Start™ screen will automatically pop-up for you to enroll. You have the opportunity to sign up for Smart Start™ in the month your Independent Beauty Consultant Agreement is submitted and accepted by the Company and in the following calendar month. If you are no longer eligible for the Smart Start™ Personal Web Site offer, you may still sign up for a Mary Kay® Personal Web Site through Mary Kay InTouch®, at www.marykay.com.



Seek Referrals

Ask everyone you talk to for a referral. You might say:

“My goal this week is to pamper five people with a facial who have never experienced Mary Kay® products before. Whom do you know that you feel would really enjoy a complimentary facial? I would love to give her a special gift in your name.”

Skin Care Class/Collection Preview Referrals

“Hello, (customer's name). My name is (your name), and I am a Mary Kay Independent Beauty Consultant. Last night I met your friend (customer's friend's name) at one of my skin care classes/ collection previews, and she spoke so highly of you. Do you have an Independent Beauty Consultant who provides you with personalized service? You don't? I'd love to offer you a pampering session. Which is better for you, the beginning or the end of the week? Morning or afternoon? Oh, and by the way, if you'd like to share this with a couple of your friends who you think also would enjoy a complimentary facial, I'll have a special gift for you. Won't that be great?”

Effective Booking Strategies

Addressing Concerns

You will want to be ready with responses for those prospective customers who are reluctant to schedule an appointment. This is not difficult if you are able to replace a negative thought with a positive thought. The formula for handling concerns is as follows:

- 1) repeat the concern
- 2) share what we have to offer that addresses the specific concern.

Concern: “I don't have time.”

Response: “So what you're saying is you're not sure how you'd find time for us to get together? I can see that you're a busy woman, and Mary Kay is designed for busy women. With our hectic lives, we don't always take a moment to have time for ourselves. You deserve a little pampering.”

or

Response: “I know how you feel. I know others have felt the same way, but what they found was that my services actually save time. Besides, don't you have a few friends or a relative you'd love to see more often? This is a perfect opportunity to socialize with them! Feeling and looking prettier is a great reason to get together, isn't it?”



Concern: “I just don’t want to hold an appointment right now.”

Response: “Okay, I understand. I’d like to leave you with these samples (or mail them if she’s on the phone) and get your opinion of the product. Would that be okay? Great. I’ll call you in a couple of days to see how you like the products. And if you like them, maybe I could drop off a full-sized product and show you a few other things in the product line. Would that work for you? Good, I’ll call you on Tuesday.”

Concern: “I’ve been using Brand X.”

Response: “Great! I’m so glad that you’re using a quality product. Has anyone taken the time to give you the opportunity to try Mary Kay® products? I would love to get your opinion.”

Concern: “My house isn’t very big.”

Response: “Oh, don’t worry about that. Some of the best classes I ever held were with a small group.”

Concern: “I’ve been to a skin care class before.”

Response: “If you don’t currently have a Beauty Consultant, I’d love to introduce myself and the newest Mary Kay® products to you at a skin care class or a collection preview. The Company is always improving the product line and developing new products, and I’d really value your opinion.”

Concern: “I don’t know anyone.”

Response: “Great! This will give you a chance to make some new friends. Just ask two or three people and have each of them bring two or three friends.”

Concern: “I don’t use makeup.”

Response: “I can appreciate that. I believe you’ll be impressed with our skin care. I certainly would value your opinion, and I think you would have fun.”

Concern: “My house isn’t completely furnished (or nice enough).”

Response: “Well, after all, you are only going to invite your best friends and neighbors, so it doesn’t matter. They are coming to see you, not your house.”

Concern: “Everybody I know has been to a skin care class.” or “Everybody I know is here today.”

Response: “Well, seldom does anyone buy everything they would like at one class, and Mary Kay always has new products. I’ll bet each of your guests has a friend who would like a facial!”

or

“I have an idea. Why don’t we hold a collection preview for your friends? They are so much fun, and I know everyone would have a great time. The preview only lasts about an hour, and the atmosphere is casual and fun. How does that sound?”

Concern: “My children aren’t in school, and I don’t have a baby-sitter.”

Response: “I have a special gift for the person who will babysit your children.” (It’s a good investment to carry gift-wrapped body lotion with you to give to the neighbor or the person in charge of the children during the class.)

Tentative Date Booking

You might find that a potential hostess is hesitant about setting a date for her own appointment because she doesn’t know when she could hold it. Here’s something you might say:

“Why don’t we set up a tentative date with the understanding that if we need to change the time or date, it’s okay? So we’ll set that up, and I’ll call you in two days. (Customer’s name), what would be better for you – beginning of the week or end of the week? Wednesday or Thursday? 7 or 7:30?”

After you have set the tentative date, you will want to have your future hostess write down her name, phone number and address in your datebook next to the date and time chosen.

Dovetailing Or Double Booking

Double booking is commonly used to increase bookings. When you double book, you will want to tell your hostess that, should the tentative date become a confirmed date, you will, of course, have to fulfill your commitment to the first hostess. You will want to reassure her, however, that should the first class hold, another Beauty Consultant will conduct her class on the agreed-upon date. You might say something like this:

“I’m going to put you down on this date, which you feel is the best time for you, although I already have another tentative date for that time. There is a good possibility my other hostess may change the date. If she should elect to keep the date, of course, you understand that I will be obligated to hold her class since it was booked first. If this should happen, I will be very careful to select someone to hold your class whom I know you will enjoy.”

