Start by dialing. That is the first step always. Don’t be afraid of the phone. Just remember the customer can not get this in a store. The only way she knows it is here is if you tell her. I look at my phone calls as if I am checking in with my mom. I remember years ago that she use to tell me call to be sure I know where you are. Maybe she would let me stay or maybe I would have to go home. But, I always got to go back because I checked in.

Hi ……. It’s Elizabeth with Mary Kay. I am calling to make sure you are looking as georgous as ever. Did I catch you at a good time?

If no, “Not a problem. Should I call back later tonight-today or is tomorrow better” If calling tomorrow ask in at home or work. “Great talk to you later.”

If yes, “Fantastic. The look book mailed with a darling gift with purchase. I want to know if there is anything in there you just couldn’t live with out?

______________, I just want to take a moment to tell you about the new, improved, redesigned body care Private Spa collection. I am excited because there are 4 fabulous scents and the body wash is a milky feel that works well with a wash cloth. They are designed to give you a little boost when ever you need it. In fact in honor of the bubble, we have a great offer for the new product. The Bubble Club. You get to treat yourself to a new scent every month. A body wash, moisture lotion and wash cloth come in a darling box. Each box will have a surprise gift. The cost is $25 per month. This month the scent is harmony. The Bubble Club is a great gift idea too. You pick which week you would like it delivered. Should I add the club to your order or would you like to try just one? If the club, ask what week they want it delivered. 3rd or 4th.

Because this makes an excellent gift, do you have anyone on your gift list this month you need help with? If yes, ask if just one scent or the club.

Ok… I have everything let’s check stock. How are you on Your cleanser…..Your moisturizer…Any eye stuff …Summer colors…Great!!

I have one more special. It is very important to wear sunscreen for the summer. The Mary Kay sunscreen is awesome and you don’t smell like a coconut. My husband even wears it and my kids love it. I am offering a ½ price SPF 30 just to keep you protected. Would you like one or two?

Ok let me see if you have qualified for the free gift. Total up her bill. This is a good time to ask about the family and what is going on with her. Ask how she would like to pay for it. It is very important to close the sale at this point.

Now just one more thing, __________ I am working on a challenge by my director to see 30 faces per month. I am asking everyone for their help. I can do a group setting or a referral. If it is a group setting with more than 3 people you can earn up to $100 of free products for $25. If it is a referral, you and the referral get a $10 coupon toward any order once she has held her appointment. Would you rather help with a group setting or a referral? Take the names or book the appointment as usual.

Ok ________, I’m so glad we had a chance to connect. I’ll see you ______ with the delivery. Thanks again.

Bye-Bye.