

WARM CHATTER SCRIPTS

"Hi, I'm handing out free lipstick samples today, would you like one? Great! I would love to get your name and number to follow up and see how you like it, and if you do then I'll even offer it to you at half off!"

"You have been so helpful, I would love to repay the favor! My name is _____ and I teach skin care with Mary Kay, and I would love to offer you my business card and a complimentary facial. Is there any reason why we couldn't get together? Great! All I need is your name and number and I'll call you to set something up!"

"I'm sorry, but I couldn't help but notice how beautiful your eyes are! *(or anything you notice on her!!!)* You know, I teach skin care with Mary Kay and I would love to feature you as one of my models in my portfolio! Is there any reason why we couldn't get together so I could give you a free facial and glamour makeover? Great! All I need is your name and number and I'll call you to set something up!"

BOOKING SCRIPTS

"Hi, _____. This is _____ with Mary Kay and I gave you a free lipstick sample the other day at _____. Do you have a quick minute? Great! The reason I'm calling is to see how you liked the lipstick you tried? Remember, I told you that you could get it half off! Well, what did you think? Great! Well I would love to also offer you a chance to try our skin care line by treating you to a complimentary facial and pampering session with me! Is there any reason why I couldn't pamper you when I bring you the lipstick? Great, what is better for you, the beginning or end of the week?"

"Hi, _____. This is _____ with Mary Kay and I met you the other day at _____. Do you have a quick minute? Great! The reason I'm calling is because I wanted to follow up with you and schedule that complimentary facial I promised you when we met! I can't wait to pamper you! All we need to do is find a date that works for the two of us...What is better for you, the beginning or end of the week?"

"Hi, _____. This is _____ (with Mary Kay.) I'm calling because my Director just gave us a challenge and I'm going to win! I need your help! I am going to do 10 Beauty Shows in the month of February and I am looking for hostesses. I thought of you because of your outgoing personality, your beautiful smile, your warm heart, your fun spirit (whatever... make sure it's a sincere compliment!). All we have to do is find a date that works for the two of us. What is better for you, Thursday, February 1st or Friday, February 2nd?" *(ASSUME they will book with you...don't ask, just book them!!!)*

REFERRAL SCRIPT

Cell Phone Game – “Ok, everyone grab your cell phones, we’re going to play a game and someone’s going to win a prize! What you need to do is flip your Customer Profile Sheet over and whoever can go through your cell phone the fastest and is the first to write down 10 names and numbers of your friends who you think deserve a Mary Kay pampering session will win the prize! Ready, GO!”

Following Up with Referrals –

Voicemail:

“Hi, this is _____, you don’t know me but we have a mutual friend in common. Her name is _____. I have a really neat reason I’m calling and a quick question for you. If you could give me a call back, my number is _____. Can’t wait to hear from you!”

When you reach her:

“Hi, this is _____, you don’t know me but we have a mutual friend in common. Her name is _____. I’m so excited to talk to you because (friend’s name) told me that you deserve to be pampered! I teach skin care with Mary Kay and I am calling to offer you a complimentary facial with me, plus a \$10 gift certificate from (friend’s name). How fun is that!? All we need to do is find a time that works for the two of us. What is better for you, the beginning or end of the week?...”