

## Customer Service/Referral Script

Hello is this \_\_\_\_\_? Oh Great! (If someone else answers and says she's not home, just tell her (first name only w/phone #) called, don't say with Mary Kay). This is \_\_\_\_\_, your Mary Kay Beauty Consultant! I feel sooooo bad I haven't talk to you is such a long time and I just wanted to find how you were doing with your beauty goodies? I'm having a special for my clients, when you purchase \$30 or more you receive a gorgeous \_\_\_\_\_(have 2 things to choose from). Are you running low on anything I can service you with? Great! (Multiple Sell, Cross Sell, tell about new products).

Oh by the way, I'm expanding my business to sharp (sweet, whatever you like about them) women like yourself and I'm asking my clients, who they know that would love a free pamper session and free gift in your name? Just for helping me out you would receive a (Offer something that hits their hot button). Who do you know just off the top of your head that might enjoy my services? Fantastic! I'll call them and give them their free gift in your name. Thanks for helping me out. (Don't fall for the I'll call them and then call you bit, have a sense of urgency and excitement in your voice and say), I promise not to bug your friends, I will only offer them something in your name for FREE, you can count on my professionalism.

## Calling on Referrals!

Hello is this \_\_\_\_\_? Great! My name is \_\_\_\_\_(first name only) and we have a mutual friend \_\_\_\_\_, she referred me to you when I asked her who she thought would love to be pampered. (give her time to respond). I service her with her beauty products from Mary Kay and she wanted you to have a special gift from her and a FREE pamper session on me. I have your gift and I know you will love it (give like a travel size satin hands, handcreme, (nothing that cost you more than \$2-4). Make sure you put it in a gift bag with tissue and never send it, it has to be personally delivered as a part of the pamper package). Your pamper session includes a fabulous hand treatment. Do your hands ever get dry? Great, you'll love it. You also get to experience the #1 skin care system on the market with a facial and if you like, we can even play with a little color for a new look. How does that sound? (Overcome Objections) Excellent. What are you using on your skin now? What do you like best about it? What would you like to most improve about your skin? Have you ever tried Mary Kay before? What do you think your skin type is dry, combination, oily? (Sell the benefits of the appointment based on what she just told you). Tell me, what's a good time for me to schedule your session, I have \_\_\_\_\_or\_\_\_\_\_. (Now, turn it into a class). You know I was just thinking it might be more fun and it's just as easy, if you could grab a couple friends to share your pamper session with you and then you could receive even more free products. Great! (Coach her) I can't wait to meet you in person this is going to be so much fun. \_\_\_\_\_, I know you don't know me, but you can totally count on me to be there at \_\_\_\_\_, because I'm a woman of my word, can I also count on you? Fantastic! See you then.

ASK & BELIEVE AND YOU SHALL RECEIVE!!!