

Let's Pretend YOU Are Your Customer

Answer **TRUE** or **FALSE**

1. My Consultant always delivers my order in a timely manner.
2. My Consultant offers to introduce me to new products regularly.
3. My Consultant never calls me but responds when I call her.
4. My Consultant always has to search for the products I order.
5. My Consultant sends me a birthday card every year.
6. I never receive anything from my Consultant in the mail.
7. My Consultant never invites me to model her product.
8. My Consultant regularly updates my personalized skin care program.
9. My Consultant sent me a Thank You note for my business.
10. I get a regular newsletter or Season's Best from my Consultant.
11. My Consultant always looks professional and up-to-date when I do business with her.
12. My Consultant has invited me to several special events.
13. I know how my Consultant makes money.
14. My Consultant has offered me the incredible Mary Kay Opportunity.
15. My Consultant called me 2 days, 2 weeks and 2 months after my appt.
16. My Consultant has regularly offered to show me ways I can earn product.
17. I feel confident referring my friends to my Consultant, but she never asks.
18. My Consultant is enthusiastic and I feel good when I talk to her.
19. My Consultant has offered to let me field test and give my opinion of every product line in the Beauty Book.
20. My Consultant has offered to help me learn how to best use the color right for me.
21. I never heard from my Consultant again after I purchased the Basic Skin Care.
22. My Consultant drives a free car.
23. My Consultant has high standards and her word is bond.
24. My Consultant sold me product I don't need.
25. I don't know where my Consultant is.
26. My Consultant booked my review facial after I purchased the Basic Skin Care.
27. My Consultant teaches me something new each time I have an appointment with her.
28. My Consultant makes me feel special.
29. I am a preferred client, and treated as one.
30. My Consultant helps me save time and money!