

BOOKING OBJECTIONS/ANSWERS:

Welcome objections-it's an opportunity to let people know you're willing to help them; and, it shows your confidence in yourself and our products.

NO's are blessings...saves you time, protects you from a not-interested-at-this-time-person

CARE-Check to understand the objection; Acknowledge you get what she is saying; Respond by addressing the objection; Expect her reply (be quiet and listen for her response)

I don't wear make up... Thank you for sharing that you don't wear make up. What are products you usually wear? (Listen for answer...it's usually another objection like I don't have time or I just like to keep it simple. Whatever she says...)

That's great! We have skincare that is very basic and simple (and we do have other skincare systems that are more complex)-would you be ok to get together for just 15-20 minutes to pamper you and give me your opinion of our skincare?

I just don't think I'd use it!

I respect you for letting me know that-how about I give you sample to try at your convenience and just give me your opinion.

I bought it for my daughter's wedding-haven't used it-don't want to take the time... I don't want you to not get use out of your purchase-would you like me to take you back through the products so you know how to use them again?

I just don't have the time to use them.

Sometimes it's just a slight tweak in our routine for when we use them-night time products don't have to be used right before you go to bed and you're even more tired-they can be used as soon as you get home and are in for the evening.

Or, I'll offer to exchange them for something she would readily and easily use more often.

Asking friends when you know they're super busy, don't wear make up... _____, I know you're super busy-MK has _____ (new ___ or a _____)...would you do a mini pampering to give yourself a little me time break and share your opinion of it with me?

I know you typically don't wear make up-we focus on skincare...would you try _____ to give me your opinion and give us a chance to catch up?

I have super sensitive skin and finally found a brand that's working great for me!

(compassion and conversational) I'm truly so happy you found something that's working for you- I know that can take work to get to that point with sensitive skin. I don't want to mess up what you are doing. Would you put MK to the test and give me some market training by just trying ___ on your hand and compare it to what you're using?-I will not ask you to buy it...I'd just like to know how MK compares to other brands. (Depending on the conversation after we get day/time/place booked...-I'll either ask if she'd like to invite a couple of friends to be pampered with her OR at the appointment I'll ask "Who do you think would enjoy some pampering-any brides, moms, friends, co-workers?" Bring other products she might like to try.

I tried Mary Kay products a long time ago and broke out from it... Thank you for sharing that! About how long ago do you think you tried them? (Listen...)

A great aspect of Mary Kay is we employ our own scientists and they are daily making updates and improvements to our products especially as new ingredients become available or are developed...and our skin changes quite often, too! Would you be willing to just try some products on your hand or arm?--just to see how Mary Kay has updated our products and give me your opinion? I would enjoy pampering you!

I just bought xyz-I'd like to use that up first... thank you for letting me know-that's great! We could still pamper you so when you have what you have it used up-you'll know what you like. Does that sound good to you?

I can't afford it... thank you for sharing your thoughts with me-I really appreciate it! Mary Kay pamperings are complimentary-free...there's no obligation to purchase. If I showed you how you could get any products you like at a discount or free while having fun with a couple of friends would you like some free pampering and shopping?

I didn't put my name in the facial box... Someone is treating you to a free pampering session. How nice! YAY! (go on script)

I'm no longer interested... No problem! Who would you like to give your free pampering session to?-it will be so fun to surprise her!

I'll have to check my calendar and get back to you... let's just book a tentative date and we can get back in touch tomorrow after you've checked your schedule if you need to change it-it will save both of us time. (book her/script)

I'm no longer able to make it and I'm not interested in rescheduling... would you like me to send you some samples so you can still get a little pampering? Address? Script for customizing.

I don't know if I can get friends together... I would love for you to get some free shopping-let me suggest some people...do you know anyone who is getting married? Having/had a baby? Celebrating a birthday? Neighbors? Co-Workers? Church-get to know better? Every Day Hero-did something nice for you/others – would like to thank her!

I don't have money to buy anything... that's no problem-the pampering is free and there is no obligation. Plus, you could get some free shopping and have more fun with a few friends and our hostess program.

I'm super busy... I totally get busy schedules-I like to give people an opportunity to get a few minutes of needed relaxation while taking care of their skin. So many times in just 15-20 minutes people have felt and looked different and said they were so grateful they took that little bit of time! My schedule can work with your's...would you like to see if we have a 20 minute time or would you prefer some samples?

If she's under 18... we can still do the pampering as long as your mom or another adult woman pampers with you. Would you like me to share more information with her?

DISC-common personality styles

D-direct/responds right away usually without much information

I-influencer/responds quickly using with emotion

S-steady/responds slowly and might need to think about it

C-conscientious/responds slowly and usually thinks it over, calculates