

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

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 just 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 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...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!