Icebreaker Questions

- 1. (Her name), did you have a good time today? (shake your head yes)
- 2. How does your skin feel? (touch your face with back of your hand)

Selling

- 3. What part of the Miracle Set did you like the best?
- 4. _____, you know your situation better than I do, but as I was going through the sets today which one did you get most excited about that you would love to take home with you?

 Yeah I see right here on back of your profile card alright... let me write that down.... (on sales ticket, write down her customization i.e. c/o or n/d formulas, her foundation shade, etc.)
- 5. Are there any individual items that you would like to add?

(look at the comments on the back of her profile card to be sure she got products to meet her personal concerns) Based on what you shared with me on this card, do you mind if I make a recommendation & share my thoughts to be certain we covered your concerns? (pause) For your concerns, I'd recommend ______ (You can lift the carbon copy of the profile for a 'cheat sheet' underneath.) Now, I'm going to mention these couple of things just in case. You doing okay on mascara? (Is it more than 3 months old?) Eye makeup Remover (did she get at 1/2 price or free for Fabulous Game?) Do you need concealer? How 'bout powder? Gloss? Great! How did you want to take care of that? Check, cash, Visa, MasterCard, Discover, or American Express? Okay, good. (While she goes to get her purse, finish the ticket by adding it up & give her a customer copy. Don't add first, then send her to get payment; it wastes precious time. The close can be the longest part of the night and it's the most important, so be efficient.)

Sharing

Look at her answer to #3 (Yes, Sure, No)

______, can I ask you one last question. I see you wrote (Yes, Sure) for your willingness to give me your opinion—Yeeeah! Thank you for agreeing to help me practice, I am just so excited to (your goal: earn the use of that car, move up in my biz, etc.) & your support of me is a huge part of that win. (If you could just sign my car poster—that would be amazing!) It'll take about 30 minutes over a quick cup of coffee or over the phone. I'm in training so my Director will role-play with you while I take notes. Would tomorrow be good or the next day better?

(once set date—explain what it is you'd like her to do)

I will text you a link as soon as I leave here—and the link is of ______ & I think you'll really connect with her b/c _____. She just shares a little of her story, how MK came into her life & about the company. It's actually a short video that we give to folks who are considering becoming consultants. ..and I'm sure it's nothing you'd ever want to consider and I'm TOTALLY OK with that, (I mean ya never know).

What I'd love for you to do—is watch it through the LENS of "if this is something you would ever want to do...what would you want to know about it?" It's just so great for my training if you could just write down questions & my mentor will help answer those questions & I learn by listening. So you can ask anything you want to know & I'll bring your (1/2 price color item) with me—I'll see you then!

Booking

Buys a SET or SKIN CARE

"I do my second appointments on Tuesdays & Saturdays, what works best for you?"

LOOK DOWN at calendar, don't jump in and start talking during the silence. At least count one-1,000; two-1,000...to 5.

Buys a little or nothing

(Guests name), can I ask you a question? If you had the skin care for little or no money would you use it?

If she says "yes" say, I have a relatively simple way for you to get it for little or no money, can I tell you about it?

If she says " yes" say,
ALL you need to do is share your follow- up appointment with
2 other people besides yourself and you could use your
hostess credit for whatever you want?"

Pull out a hostess packet & share your hostess program with her.

If she says, "Do I have to have a 2nd facial?"

"No, you don't have to have one, but our products are guar- anteed. That is why we recommend a check up."

At this point, PAUSE. Don't say anything else. If she doesn't want a second facial, that is fine. You don't want to create a feeling of frustration in your customer. You want this customer for life. If she doesn't care to have a second facial,

"That's not a problem at all. I will assume your products are working fine or maybe I'll message you to check-in in a week or so to see if there's anything you need to swapout."

Note in your calendar to reloop with her in a few days.

OR she will
answer the
question
Set date THEN
say,
"Is there any reason
why when we get
together for your followup you wouldn't want to
share it with a couple of
friends? I think we'd
have a ball? Then you
can get some free stuff

If she doesn't want to share her follow up appointment with friends, then say...

"Let me tell you how I handle my follow ups.

If you choose to share it with a couple of
friends, I'll come to your home at your
convenience or you can have it at mine. If
you choose not to share it with a couple of
friends, totally good, I offer follow-ups at my
Success Event on _____ Nights at _____.

which is a tons of fun. What would be better
for you, _____ night at my Success Meeting
or at your home or mine with a couple of
friends?"

The other option you could do is to hold follow-up facials at your home on a specific time during the month. I would suggest that you not run around the country giving second facials to one person at a



YES -Then goal is to get GUEST LIST of 10-15 minimum
Perfect! What products are you excited about that you want to earn?

(write this down on profile card)

Ok we'll want to go ahead and get your guest list, to have 5-8 adults there; we want a list of 15-20. Why don't you indicate on your Fabulous list who you want to invite & then sit over there, grab your cell phone & write down more girlfriends, #s you'd like to invite before you leave.

(If needed: I'll go ahead and give you any one color item at half price as a thank you for going ahead and getting that to me.)