

## **INDIVIDUAL CONSULTATION – *THE MOST IMPORTANT PART***

**PRACTICE & MEMORIZE! IF THIS IS STRONG – YOU WILL HAVE HIGH SALES, LOTS OF FUTURE APPOINTMENTS & NEW TEAM MEMBERS! IF WEAK, THE OPPOSITE WILL BE TRUE – IT’S UP TO YOU!!**

**SELL THE PRODUCT** (study Working through Objections in the Conversations part of Career Essentials)

“\_\_\_\_\_, did you have a good time? Do you like the way your face feels? Do you like the way it looks?” (nod & smile – give her a sincere compliment about how her SKIN looks NOT ABOUT HER LIP-STICK!) “Do you have any questions you want to ask?” (ask for her Sets Sheet or marked Beauty Book– make a comment or two before noticing which sets she prefers.) “\_\_\_\_\_, I see that if money were not a problem you would like to have.. (whatever set she has marked). “Is that comfortable for you tonight?” (Yes – write it up & continue by scheduling the Private Makeover Session.) (She says no money) “\_\_\_\_\_, do you remember when I told you that if you wanted it, I would work out a way for you to have it? Do you remember that I said we take Visa/MC or Discover, is that an option for you? (no) Well, do you have a checking account? Great! Here’s what we can do. We can divide what you want into payments – they’re interest free! (show her what the payments would be & work it out...if she can’t do all the sets she wants, try the next down, help her get at least the Basic.) **YOU CAN SEND THE PRODUCTS HOME WITH HER ONLY IF SHE GIVES YOU THE CHECKS – \$100 TONIGHT & \$100 ON FRIDAY IS LAY AWAY! DO NOT GIVE IT TO HER – YOU DON’T WANT TO ‘CHASE’ YOUR MONEY!**

**Write it up.** (Selecting product colors – if she purchased the Color Set – find the look on one of the Color Cards that she would like to have. You should have each “make up design” prepackaged so it’s easy to give her one – she can switch anything she wants at her Private Makeover Session.) **You do NOT need another appt. to select colors when you’re prepared.)**

“\_\_\_\_\_, I want to give you the **VERY BEST** service possible.” Look on back of her profile card to see how often she wants to be called. “I see that you would like me to call you every \_\_\_ weeks to let you know what’s new. Is it best to call at home or at work? Find out the best time of day.

**SCHEDULE THE NEXT APPT. – MOST IMPORTANT to keep your business going!**

“Now, \_\_\_\_\_, I will need to see you within the next 10 days to do your Makeover & to make sure you are getting the results from your product that I promised. Today is \_\_\_\_\_, is that usually a good day for you? How about next week at the same time?” (or give her 2 choices – beginning of the week or end, Thurs. or Sat.? Get it written in the date book – then say) “You know, \_\_\_\_\_, you can get up to 20% of total sales in **FREE** product when you share your make-over with some girl friends who do not already have a Consultant. It would be more fun for you, too. Who do you know that you could invite? Who did you write down on the back of your card? You could invite them.” (If she does not wish to share her appointment, change her date to a pre-selected date when you do rechecks at your house for ALL who choose not to share or bring her for a recheck before the meeting – **SAVE CLASS NIGHTS FOR CLASSES!**)

## COACH

Hand her a hostess packet (Look Books, Hostess Flier, Become Something More Brochure, and a marketing tape or CD) “\_\_\_\_\_, **this is my business & you can count on me. Is there anything you can see that would prevent you from holding this appointment ? I know your word is your bond & mine is also. Promise me you’ll read this information. My goal is for you to get more out of this than you put into it & for you to get the most in free product. \_\_\_\_\_, tell me where you’ll be in the morning so I can call you & we’ll go over all the ways we can make this appointment as fun & successful as possible. Be thinking about how you can get all of the FREE product! If you’ve invited your friends by the time I call, I’ll have a free eye shadow for you.**”

### **BUILD YOUR TEAM Step 3 of the 4 pt. Recruiting Plan – Select**

“\_\_\_\_\_, **just one more thing, \_\_\_\_\_, I don’t know if this business is anything you would consider... It may or may not be something for you. However, after being with you tonight, I really feel you would be someone I would enjoy working with. Is there any reason why you couldn’t listen to this tape?**” (Choices if she is agreeable, Something More if she’s reluctant—it’s only 10 min. & she can get the \$10 in FREE product) **& I’ll call you tomorrow to answer any questions you might have.**” (do not try to overcome objections at this time) *ex.* ‘I don’t have time’ - ‘maybe you’re right, but listen to it anyway. I’ll give you another eye shadow just for listening and answering a few questions when we get back together.’ “(Call your Director the next day & tell her who you gave the info to & follow up within 24 hrs.!)

*Step 4 of the 4 pt. Recruiting plan* Talk more to your hostess, leave info or a *Something More* or *Choices* audio cassette & invite her to your next Success Meeting or set up an interview. **ALWAYS FOLLOW UP within 24 hours!!!**

**Make sure Bett has your email address and Voice Com #**

**Don’t miss your Success Events —**

**HAVE FUN!!!!**