

# Getting Started

## Booking your First Appointment as a NEW Consultant

The secret to success with booking your first appointment is to use the MAGIC script shown below.

And you might be tempted to change the script, but don't! And here's why: This script has been tested on over 100,000 people over the past 5 years and it WORKS. Even if you change 3 words, it can lead to NO results. Yes, we've seen that happen.

You can add any friendly courtesies to the front like, "Hope your Dad is feeling better!" or "I missed you at the baseball game last night!" but other than that, you don't want to deviate from the script. It's perfection ☺ When you use this script, 1 out of 10 people will say yes and book an appointment.

### MAGIC SCRIPT:

Hi Kaytie! How are you? Okay, random question, so I am now a [Insert Company Name] beauty consultant and part of my training is to give 30 women a free facial in my first month. Basically, you get a satin hands treatment, a microdermabrasion spa treatment, an anti-aging facial, plus expert foundation matching. Any chance you could be one of my 30?

That's it! Your goal is to send this script to everyone you know. And it has to be PERSONALIZED and INDIVIDUALLY sent to each person. If you mass message, you will get NO response. You can send this by text message, by email and by personal message on Facebook.

### But I'm not new? Do you have other scripts that work?

Hi Ashlee! My name is Michelle & ur friend Brianna Smith recommended to text u. I need to do 100 Free Facials for a Mary Kay contest to donate 100 baskets to 100 women in domestic violence shelters. Any interest in a free facial to lend your face for the cause? She thought you deserved it and would love it!

### What about a script to get BACK in front of my current clients I haven't seen for a month or more? You can send this via text, Facebook or email.

Hi Kaytie! How are you? Okay, random question, but could I do a summer (or fall or winter..etc) makeover with you? I'm putting together a summer (or fall or winter..etc) look book of makeup looks in the next 30 days and thought I'd ask you if you'd be one of my faces? It's free and you'll look fab! Let me know if calling you is better and we can set it up.

## **How many people do you recommend I send this to?**

Ideally, you want to send it to over 75-100 people on your first day. If you send it to 100, 10 will say yes. If more say yes, great! That's a blessing! Don't worry, 50% of what you book will cancel or reschedule, so it's recommended to overbook and even double and triple book the same time slot. It always works itself out.

## **What do I say when they respond?**

When they respond, "Yes..when is it?"

You say, "Great! Thank you so much! Basically, we pick a one and a half hour window that works best for you. Looks like I have an opening on Thursday at 6:30pm or Saturday at 11am. Do either of those work for you?" (only give two options)

You are welcome to schedule these at her home, your home or at your training center, if you have one. You may go back and forth for a few texts to set the date.

She may say, "Let me get back to you..."

You say, "Okay sounds great. Okay if I text you to check in later tonight? I'm in a challenge to get these all set with times by midnight...we can even pencil in a time if need be. Thanks again for your support! I'm so excited about getting together!"

## **What do I say when I haven't set a date yet?**

The biggest challenge is to take someone from a YES to an actual date. So, if she ignores you, then in a day, follow up. And then follow up every three days very kindly and passively. This is called being assertive. It becomes PUSHY when she says, "I'm not interested" and you keep asking her. But as long as she has said she is interested, it's your job to get her booked for an appointment.

### **Here is your assertive and non-pushy script:**

Hi Cheryl! I know you were interested in being one of my 30 facials. Thanks again! My schedule just opened up for next week. I have a Tuesday at 6:30 available and I have a few other spots too on Saturday. Would Tuesday work or is maybe the weekend better?

### **Check in with this script every three days:**

Hi Cheryl! I'm getting close to finishing my 30 training facials and I still have ten more to go. I have you here on my list of people who said yes they would like a free facial, so I'm reaching out to get you scheduled. So, let's see...are you free this Sunday at 2pm? Or is like Monday night at 6:30pm better? Thanks again!

### **Three days later:**

Hi Cheryl! We've been missing each other here...no worries! Are you still interested in the free facial or would you rather pass? I'd hate to bug you if you aren't interested. Let me know either way! Thanks again! ☺

*So all of these messages are assertive, non-pushy messages and it shows you are a true professional that treats your business seriously and is totally committed to making your business a success.*

### **Now they have set a date and time...What do I say?**

You then say this, "Okay you are confirmed as one of my 30 pampering sessions this month on Saturday at 3pm. Your appointment will be from 3 to 4:30pm and we always start and end on time so you'll be out the door by 4:30. YOU ROCK! And, you can bring a few others along, like Mom, co-worker, neighbor or friend to help me reach my goal. Would you like me to reserve seats for anyone else? We fill up fast, so let me know asap and I'll make sure to add their name to our registration.

### **To book someone from a Lead Box via email:**

Hi Jessica! Congratulations! You were chosen as our Mary Kay winner at Tommy's nail salon! You won a spa pampering package for you plus up to six others at our studio in Westlake!

I'm so excited for you! Do you want me to call you to give you more details or is email better?

Basically, you are going to get a spa Microdermabrasion treatment, an antiaging facial, a satin hands pampering treatment, plus expert foundation matching!

I am a local Westlake mom and I can't wait to meet you! And I'm pregnant too...due in six weeks. Do you live in Westlake? Can't wait to meet you!

Michelle Cunningham  
Future Executive Pink Cadillac Sales Director  
Mary Kay

### **To book someone from a Lead Box via text:**

*Recommended to set in three separate texts so it feels more real.*

Hi Jenna! This is Sarah Smith with Mary Kay! You entered to win a free facial and gift card at Tommy's Nail Spa! You are my Grand Prize Winner! So Exciting. (Send this first)

You will get a free pampering session at my studio in Westlake! You will receive a satin hands treatment, an anti-aging facial with Microdermabrasion and expert foundation matching for you and a couple friends! (Send this second)

My studio is called Studio Pink! Are you okay with just texting or would you prefer that I call you to set up the appointment? (Send this last)

***Actual Conversation shown on the next page that was from a lead box that led to a \$1300 party, 50 new referrals and two future bookings and two potential team members:***

Hi Tracy!! You entered our spa pampering package contest at Tommys Nail Salon in westlake and you were chosen as THE grand prize winner!

This is Michelle Cunningham from Mary Kay in Westlake.

Is it better to text you or would you prefer I call you or email you?

Text is fine thanks

OK awesome! Basically, you won our entire spa pampering package for you and up to 10 others!! I just built a brand-new studio in Westlake!

We pick a one and a half hour window that works best for you and your friends or family to come to the studio. You will receive a satin hands pampering treatment, a spa micro dermabrasion treatment, a antiaging facial, plus expert foundation matching!

Congratulations! Looking at my schedule, would you prefer a Sunday appointment or what day Monday or Tuesday be better for you? 🙌💕😊🙌

Sat, Aug 29, 9:54 PM

Just wanted to confirm my message went through... Sometimes I have problems receiving text messages so if you did reply to me and I did not receive it you can text me at [440-973-6423](tel:440-973-6423). Thanks so much

I would prefer Sunday's ! Thank u

How does next Sunday work for you at 4pm?

Let me check. Is the following Sunday avail too?

Mon, Aug 31, 5:20 PM

This Sunday due to the holiday will not work for me and my group but can you check the following Sunday please

Sorry I missed responding to your message yesterday! Yes, September 13 at 2 PM or 4 PM I have available would either of those work for you?

I think the 2 PM would work so how many people can I bring with me and then I can verify the number with you

That sounds great! You can bring up to six people along with you. They just need to be over 18

Then why in the first message u said u to 10?

I can do 10 if we did it atnoon. At 2 PM on that day there's only six spots available.

Ok makes sense. Let me ask people and if I can't get 10 we will keep 2 pm. Let u know shortly. Thank u!

Mon, Aug 31, 11:50 PM

OK. I will schedule you for 2 PM as of right now but let me know if you want me to change it to noon.

Wed, Sep 2, 2:32 PM

Right now I have a total of 9 of us so I guess we need the noon spot

Wed, Sep 2, 3:49 PM

Okay let me reserve that for you now!

Also, before you come to the studio I text everyone questions about your skin so we can be prepared for you. Could you send me everyone's name and telephone and I will send them a text message?

OK I have reserved September 13 at noon until 1:30 PM for you and your group at Studio Pink. The address to

Ok and yes I will get you names and numbers

Okay sounds great :)

We are excited!

Wed, Sep 2, 7:38 PM

I text them to email u direct. My answers are yes I have tried Mary Kay. I use different things got skin care. Normal skin. Uneven tone. 30 to 50 range. Tx

Wed, Sep 2, 8:59 PM

OK! That's perfect. Do you currently have a Mary Kay consultant that you work with?

No it was years ago

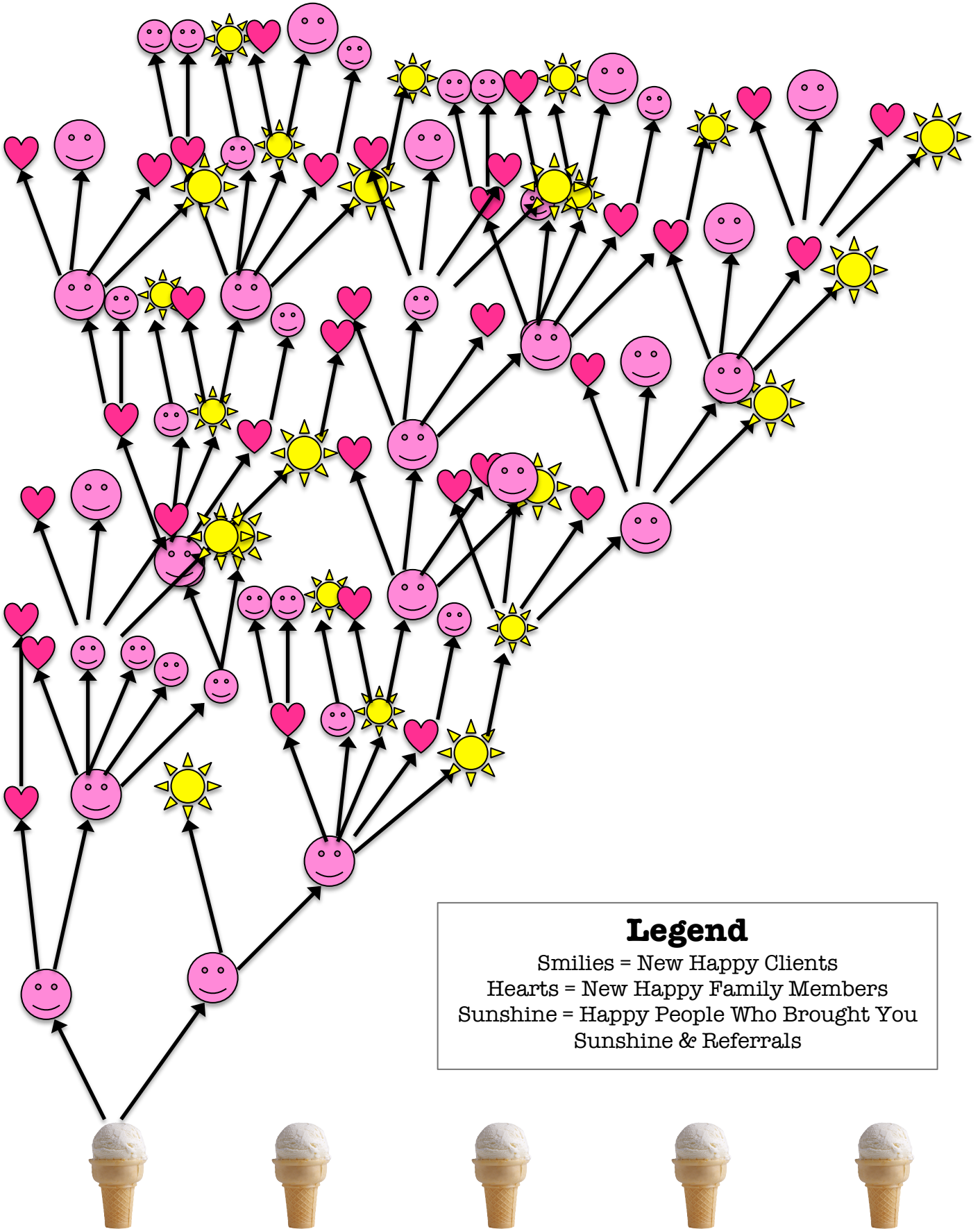
Okay :)

Friday 4:11 PM

Hi Tracy! Looking forward to seeing you and your friends on Sunday at noon! We will be done by 130. So far I have heard from about five friends... Will it be nine in total?



# How will my business build from just a few contacts?



## **I have Referrals! What do I text them??**

### **To book someone from a Fabulous Referral Sheet:**

Hi Shannon, this is Jessica with [Insert Company Name]. I don't think we've met but Sarah Smith said text is the best way to reach you. She gave your name as a deserving woman to receive a complimentary [Insert Company Name] facial! Should I text or call you with the details? ☺

What I say when they say text me: Great! So you will receive an anti-aging facial, a spa microdermabrasion treatment plus a Spa Satin Pampering Hands treatment and we'll match your foundation shade! You'll be out the door in about an hour feeling refreshed! ☺ Would you be interested?

### **Another option to book someone from a Fabulous Referral Sheet:**

Hi Jessica! Sarah Smith recommended to text you. I totally love her and she came to my studio and got a free facial. I asked her if she had anyone she would like to gift a free facial to and she thought you deserved it and would love it! Would you like me to call you with the details or text you? Thanks,  
Michelle

## **You've Booked Them....Now What?**

### **How to follow up every few days to prevent cancellations...**

#### **The Secret is Pre-Profiling**

Coach ALL of your Bookings and Pre-Profile ALL Your Guests to build a relationship with your guests before they come to their appointment. Appointments will cancel if you skip this step, so it's the MOST IMPORTANT step.

### **Send this text to your guest to Pre-Profile 3 days before the event:**

Hi Juliana, I'm super excited to see you on Saturday at 4pm. Can I text you a few quick questions about your skin to be prepared for your facial?

### **Send this text to the guest of a friend 3 days before the event:**

Hey Kacie! Denise said your coming w/ her to the [Insert Company Name] appointment Sat @12pm! Fabulous! I'm so excited to meet you! Do you text? I have a few questions about your skin so I'm prepared for everyone! Thx, Your Name

### **Here's the questions to send:**

1. Have you ever tried [Insert Company Name] before?
2. What are you currently using for your skin care?
3. What type of skin do you have dry, normal, combo or oily?
4. What would you change if you were to change anything about your skin- fine lines, dark circles, uneven skin tone, smaller pores, blemishes?
5. What age range are you in? Under 18, 18-30, 31-50, 50+?

### **If they have NEVER tried your products:**

Awesome thanks so much! I always love to pamper a [Insert Company Name] first timer! You will be blown away with the instant results! Can't wait to pamper you. It will be so much fun!

### **If they HAVE tried your products:**

Awesome thanks so much! I always love to pamper someone who knows [Insert Company Name]. Do you have a consultant? I can't wait to pamper you and you'll see amazing, instant results. It will be so much fun.

### **Then, you can send the address to them:**

(Use whatever address to your location)

The address is: xxx Main Street There is plenty of parking in the front of the building or behind. Looking forward to meeting you!

### **Day Before Confirmation Text**

Hi Sarah! I've reserved your spot at the studio for tomorrow, so looking forward to seeing you at 11:30. Will it be you plus Joanie and Sam? We do have an opening for one more, if you had someone else last second. See you tomorrow. We will be done by 1pm and we always start and end on time. Your Name

### **Day of Confirmation Text**

Good Morning, I'm super excited for the awesome pampering session today at 11:30. Can u come 5 minutes early to find parking and match your foundation???

### **Once they say Yes, say this:**

Fabulous! I'll see you at 11:25(ish) and we will get started right at 11:30. Looking forward to it! We will be done by 1pm. Appointments take 1.5 hours. Thanks again!

### **If she is ignoring you, say this:**

Hi Sarah! I haven't heard back from you and my phone's a little wacky sometimes with texting, so just wanted to check in again. I reserved a seat for you tomorrow at 11:30. Can you let me know by tonight at 5pm if you can make it? If I don't hear from you by 5pm tonight, I will have to open the spot up to someone else on our wait list, so totally let me know either way. Thanks so much!

## **Team Building After the Appointment**

### **To book someone for a coffee date to hear more about the Opportunity:**

Hey question for you... I meet with 3 women a week over coffee to practice sharing [Insert Company Name]'s company info. That keeps me on track for my free [Insert Company Name] car!! Would you be free for like 20 mins sometime tomorrow or next week sometime to meet with me? Coffee is my treat and I bring you a little gift!"

### **To book someone for a coffee date that you thought was super cool (send within 1-15 hours of meeting her:**

Hey Sarah! So great to meet you today...Okay, you're like hysterical and I loved the story about your car! Crack me up! I would kick myself if I didn't invite you to coffee to hear more about a business for yourself...Even if its not for you, would be fun to get coffee together and chat for a little bit. Whatcha think? Coffee is my treat and you can even get one of those fun drinks with whipped cream on top! Let me know!

## Need more time to make bookings?

Here's some ideas:

1. Turn off your TV. That's how I became a director and got a free car.
2. Take your cell phone into the bathroom. Text while on the loo. Oh yes, I'm serious.
3. While at family gatherings, excuse yourself to the bathroom and set a goal to send 20 texts in under 5 minutes while hiding in the bathroom. Flush. P.s I do this ALL the time.
4. While out with friends for dinner, excuse yourself to the bathroom. Go into a stall and send 20 texts in under 5 minutes. My friends NEVER KNOW I do this. And sometimes I've had a glass of wine so it's easier. :)
5. Say NO when someone asks you to join a club you don't want to join, go to an event you don't want to go to, or spend time doing something that isn't good for your life or business. Believe it or not, "NO" is a complete sentence. "NO" frees up time for you to work your business and achieve your dreams.
6. Text while at the gym on the bike.
7. Text while waiting for the doctor.
8. Text while brushing your teeth or blow drying your hair. You will look weird, but you'll look VERY hot one day in your free car.
9. Text while someone drives you somewhere.
10. Text while you get your hair done or a pedicure. pink
11. Ran out of time to text during the day? No worries. You can text at midnight! Set your phone to airplane mode. Send 100 texts. And then take it off of airplane mode when you actually want the messages to send in the morning. #Genius

*Any down time can be income time with texting. I know this. I use it. I love it and my family thinks I don't work. They just think I used the bathroom a lot...with my cell phone.*