

# INDIVIDUAL CONSULTATION FOR VIRTUAL FB EVENTS

1. Did you have a good time?

2. What was your favorite?

3. Do you have any feedback about the event that you think would be helpful for me to know?

4. Did you have any questions about your skin that didn't get answered?

5. So you have a gift certificate with me! You get \_\_\_\_\_ (share GC details). Would you like to use it today or save it for later? Or, did you want to wait and get the Besties deals? **If she wants use it: OK great, what do you just have to get into your bathroom right away?!? (Fill out sales ticket and let her know you'll send her a text invoice link after you get off the phone!)**

**6. Make the "wish list"!**

**If she purchased:** OK, so let's make a list of everything you loved that you're not getting today, so if you call me later, I will know exactly what you are talking about!

**If she is saving her GC for later/Booking Besties:** Great! So let's make a list of everything you loved, so I'll have it on file for you!

7. OK, so which tutorial event do you want to attend next? We have \_\_\_\_\_ or \_\_\_\_\_! Great! So our next one of those is \_\_\_\_\_ (date/time)\_\_\_\_\_ - does that work? (set the date/time etc)

Oh, and also, remember you get that \_\_\_\_\_ for free when you bring a friend with you! Plus, you get access to the exclusives when you bring two! So, like your sister and your mom - and they get a gift card too! Do you want to shoot for that? Perfect! All I need you to do is add them to the group the day before and message me their names and phone numbers. It's so easy! Sound good? OK, great! Oh, and if you want to add more in case someone ends up not being able to make it, that's a great idea. Just send me everyone's contact info so I can take care of their gift card.

**8. (OPTIONAL IF THEY BOOKED TO BRING THEIR BESTIES)** Oh, and did you want to know how to get your free eye make up remover? It's so great! So, the way my business works is through referrals, and right now, I'm working on doing 30 practice faces - and just for being a practice face, you get a gift card as a thank you for your time! So how it works is, you can message me up to 15 referrals. Your friends will get a notification that they have a gift card and an event invite- if they want to do it great, if not great! Either way is fine. The only rules are - they have to be adults, live anywhere in America, be nice, and be bribable. When you message me 5 contacts, you get a gift from me! But if you send me 15, you still get your gift- but you also get a FREE FULL SIZE EYE MAKE UP REMOVER! Do you know how to message contacts? Perfect! You can send their info my way anytime tonight! And then just let them know that I'll connect with them and if they want to do it, great - and if not, great! (The gift can be anything you want! Color look card in a card with a 1st class stamp, mini hand cream if you're sending a package, etc!)

9. So, I have one more question for you... are you bribeable at all?

OK, well here's why I'm asking... Right now, I'm in a training program where I need to learn how to talk about the business side of Mary Kay, so if someone ever has questions about doing it, I can look like I know what I'm doing! So my Director and I need a real live person who can listen and ask questions so I can learn how to answer them. I know you're probably not interested in doing Mary Kay, and I am TOTALLY OK with that! I promise that I will not bug you at all to do Mary Kay—I just need a guinea pig! Is there any way we could borrow you for a quick video chat and I will totally send you that \*\*\*\*\* for FREE? **(GREAT idea to mention an item you know she wants from her list above.)**

**Pause and get the yes! Then SAY:** OK great! Thank you so much! Tell me about your schedule. What do you have going on that we need to work around? **Use speakerphone to look at schedules and book it right then!**

10. OK great! I am going to get your order out right away! I'll text you a pic of your order, too! Do you want to give me your card numbers over the phone, or do you prefer a text invoice link - you can pay with credit or debit! What's better for you? Perfect!

**OR IF she didn't book a 2nd event or share with you:** OK great! So, I would love to send you some samples to try with your gift card! Would that be ok with you? Great! What is your mailing address? I'll check in on you when they arrive to make sure you know how to use them- can you message me when they arrive? Great!

**You can send her referral gift(s) and Bring Your Besties gift with her product order or sample pack!**

**Let her know you will be checking in on her to make sure she is loving her products!**

**Reassure her that if she has any questions she can call you.**